ATMIC NETWORKS
YOUR GUIDE TO GLOBAL CERTIFIATION

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Question: 1

A nonprofit organization wants a cost-effective solution to generate and send donation acknowledgements automatically to donors via email. Which Salesforce solution should the consultant recommend?

A. Nonprofit Success Pack
B. Commerce Cloud
C. Pardot
D. Marketing Cloud

Answer: A

Explanation:

Question: 2

A nonprofit organization created a custom Opportunity name for all organization donations.
Which two considerations should the consultant discuss with the organization? Choose 2 answers

A. The organization should change existing Opportunities to the new naming convention through an upsert.
B. The organization should only change existing Opportunities to the new naming convention by using the "Refresh Name" action.
C. The organization should change existing Opportunities to the new naming convention by using the "Refresh All Opportunity Names" button in Bulk Data Processes.
D. The custom naming convention only applies to new Opportunities of matching record types; it is not retroactive.

Answer: B, C

Explanation:

Question: 3

A nonprofit organization provides case management to its clients. There is a requirement for a score to be automatically assigned to each client based on several factors such as age, income and number of health conditions. The nonprofit also wants to automate the creation and assignment of follow up

tasks related to the client.
Which combination of functions should the consultant recommend?

A. Activities and Customizable Rollups
B. Volunteer Recurrence and Customizable Rollups
C. Engagement Plans and Levels
D. Volunteer Wizard and Reports

Answer: C

Explanation:

Question: 4

A nonprofit organization wants to designate its donors into three categories, Gold, Silver, and Bronze, based on the total gift amount for that year. How can this be accomplished using NPSP?

A. Create a picklist field that will display the categories based on the Total Gifts This Year field.
B Create a custom field on the Opportunity that will display the categories and a process in Process Builder to populate the value based on the Total Gifts This Year field.
C. Set up NPSP Levels for the categories based on Total Gifts This Year.
D. Create a custom field on the Opportunity that will display the categories and a custom trigger to populate the value based on the Total Gifts This Year field.

Answer: C

Explanation:

Question: 5

A system administrator encounters an error at run time that a record couldn't be updated when a Customizable Rollup ran. What should the consultant check?

A. If the Target Field exists
B. If the Target Field is a NPSP field
C. If the Target Field has a validation rule
D. If the Target Object is a custom object

Answer: C

Explanation:

Question: 6

A consultant is installing NPSP in an existing Salesforce org for a nonprofit organization that plans to use the memberships feature in NPSP. Which action should a consultant take?

A. Create a Membership Opportunity record type.
B. Add a value in the Type field on Opportunity for Membership.

C. Create a Membership Affiliation record type.
D. Add a checkbox field on the Opportunity called "Membership".

Answer: A

Explanation:

Question: 7

An international nonprofit organization added a translated relationship picklist value, however the reciprocal relationship record is not displaying correctly.
What is the cause of this error?

A. The system administrator did not enable the Translation Workbench.
B. The language is not supported in NPSP.
C. The current user does not have the correct locale.
D. The system administrator did not add the reciprocal relationship value in the NPSP Settings tab.

Answer: D

Explanation:

Question: 8

A finance associate needs to track specific funds associated with gifts from individuals and organizations. Gifts may be received as either single amounts associated with one or more funds, and totals by fund will need to be reported on for reconciliation with a finance system.
How should the consultant accomplish this with NPSP?

A. Create Campaign records for each of the funds, create a custom Lookup to Campaigns on the Payment Object, and associate them with Payment records representing the amounts towards each fund.
B. Create General Accounting Unit records for each of the funds, and associate them with the Opportunity by GAU Allocation record amounts representing the amounts towards each fund.
C. Create a custom multi-select picklist on the Opportunity record to allow for choosing each of the funds towards which the gift is designated.
D. Create Campaign records for each of the funds, and associate them with the Opportunity Primary Campaign field on the Opportunity records representing the amounts towards each fund.

Answer: B

Explanation:

Question: 9

A consultant is about to begin a data project with a nonprofit to clean up Opportunity data.
Which opportunity data situation requires a consultant to temporarily disable NPSP Triggers for performance reasons?

A. Uploading 600,000 new Organization Accounts without addresses
B. Uploading 400,000 new records to a custom object
C. Uploading 100,000 new Task records
D. Uploading 1 million new Contact records

Answer: D

Explanation:

Question: 10

How can a user differentiate between a Contact's Account and Primary Affiliation under the Household Account model?

A. A Contact's Account is the same as the Contact record, a Contact's Primary Affiliation is the Contact's Household.
B. A Contact's Account is where they live, a Contact's Primary Affiliation is where they work.
C. A Contact's Account is where they work, a Contact's Primary Affiliation is where they live.
D. A Contact's Account is the same as a "bucket" where all Contacts are associated, a Contact's Primary Affiliation is the Contact's

Household.

Answer: B

Explanation:

Question: 11

A nonprofit organization wants to automatically generate an Opportunity whenever a Lead is converted.
What should the consultant do to meet this requirement?

A. Select the "Create an Opportunity on Lead Convert" checkbox in NPSP Settings.
B. Write a trigger that automatically generates an Opportunity on Lead conversion.
C. Install a third-party app from the AppExchange that converts leads to any other object.
D. Create a process using Process Builder that will automatically create an Opportunity on Lead Conversion.

Answer: A

Explanation:

Question: 12

A nonprofit organization wants to use a multi-channel marketing tool for its email, social, and text messaging engagement. Which solution should the consultant recommend?

A. Marketing Cloud
B. Pardot
C. Community Cloud
D. Service Cloud

Answer: A

Explanation:

Question: 13

During the Build phase of a project, one line of business requests the addition of a new field that is essential for its business process. A different line of business objects to the request and says that this field is unnecessary and will result in duplicate data. How should the consultant handle this?

A. Fulfill the request and add the field, but create a separate page layout so the field is only visible to the line of business that made the request.
B. Use the established governance committee for discussion and resolution.
C. Work quickly to negotiate between the two groups and resolve the issue before it escalates to the executive sponsors.
D. Add the field into a sandbox to test and validate expected outcomes.
E. Remove themselves from the discussion and suggest that the two business line leaders meet to make a decision.

Answer: A

Explanation:

Question: 14

A nonprofit organization wants the 15th of the month listed as the Close Date for all recurring donations and has selected the 15th in the Day of the Month picklist. In reviewing Recurring Donation Opportunities it is found that some of the Opportunities have close dates at the end of the month.
Which action should the consultant take to troubleshoot this issue?

A. Check the Recurring Donation batch size.
B. Check the Error Log.
C. Check if the "Always use last day of the month" field is selected.
D. Check if the Custom Installment record was modified

Answer: B

Explanation:

Question: 15

A nonprofit organization has been using Salesforce without NPSP. The organization is now interested in the NPSP functionality and wants the consultant to recommend if NPSP should be used in the same Salesforce environment or if they should start over in a new environment.
Which tool should the consultant use to help evaluate and recommend the best course of action?

A. Salesforce Optimizer
B. Lightning Experience Migration Assistant
C. Setup Audit Trail
D. NPSP Health Check

Answer: A

Explanation:

A https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2021-01-10.q37/a- nonprofit-organization-has-been-using-salesforce-without-npsp-the-organization-is-now-interested- in ((see in comments)

Question: 16

A Household Account has Contacts with Recurring Donations, Relationships, and closed/won donations associated with it.
What happens when a system administrator attempts to delete this Household Account record?

A. There is an error message because there are closed/won donations associated with the Account record.
B. There is an error message because there are recurring donations associated with the Contacts in this Account.
C. There is an error message because there are relationships associated with the Contacts in this Account.
D. The Household Account record is deleted.

Answer: A

Explanation:

Question: 17

A nonprofit organization is using Volunteers for Salesforce and wants its volunteers to be able to log their own volunteer hours.
Which two solutions should a consultant propose to meet this need? Choose 2 answers

A. Set up a workflow rule with a weekly email alert sent to all volunteers asking them to reply back and report their hours for the week and then a user will manually enter the hours in Salesforce.
B. Set up a Chatter Group for each volunteer job, add volunteers who are assigned to that job, and have the volunteers log their hours in the Chatter Group.
C. Set up the Volunteers Personal Site and direct the volunteer to record hours on the tab there.
D. Set up a Log Volunteer Hours section on a page on your website and direct volunteers there to log their hours to the volunteer job or shift they worked on.

Answer: C, D

Explanation:

Question: 18

A consultant is assisting a nonprofit organization in its data integration and data mapping between the two systems. The consultant is unsure when a particular field was introduced by NPSP.
How should the consultant find the NPSP version number for the field?

A. Click on "Setup" and navigate to "Schema Builder".
B. Install a third-party app from the AppExchange to extract the metadata.
C. Reference the NPSP Public Data Dictionary.
D. Click on "Setup" and navigate to "Objects and Fields".

Answer: C

Explanation:

Question: 19

A nonprofit organization wants to automate some of its routine activities.
Which declarative Salesforce solution is designed for process automation?

A. Einstein
B. Pardot
C. Lightning Flow
D. NPSP TDTM

Answer: C

Explanation:

Question: 20

A local community center provides health care services to eligible local residents. Staff currently triage patients through of a series of qualifying questions that drive additional qualification questions. The center wants to extend triage capabilities to its volunteers to determine whether residents qualify for services. Service decisions need to be made immediately while the patient is interacting

with the staff or volunteer.
Which solution should the consultant recommend?

A. Use Case records, Validation Rules and Process Builder to post case details to the central volunteer Chatter Group so all volunteers can collaborate on eligible services.
B. Create a Flow to guide volunteers on triage screens, capture accurate data and generate a services decision.
C. Use a Standard Lightning Component to displaying custom fields from several objects and generate a services decision.
D. Use a Workflow Rule with Field Updates and Case Assignment Rules to triage and assign the case to the proper services queue.

Answer: B

Explanation:

Question: 21

A nonprofit organization has a new system administrator who has just taken over managing its existing Salesforce organization and wants to know which data maintenance practices should be used.
Which two data hygiene practices should a consultant recommend? Choose 2 answers

A. Organize reports into appropriate folders.
B. Create a new custom object to store legacy data.
C. Run Health Check.
D. Delete all past activities.

Answer: A, C

Explanation:

Question: 22

An international nonprofit organization works across six different countries in Europe and Afric
a. The organization relies heavily on volunteers in each country to support its work and wants volunteers to be able to sign up for volunteer jobs on its website.
What is a consideration when setting up Volunteers for Salesforce given this context?
A. Set up a different Site in Volunteers for Salesforce for each country and set the time zone for the Site to the local time zone so all events will appear as the correct time for the time zone.
B. Add text to the Volunteers for Salesforce website informing all volunteers that all time for volunteer jobs and shifts is shown in the time zone of the headquarters and they need to convert the time to their local time zone.
C. Remove the Start Time and End Time fields from the website template and put the times in the description in the local time zone.
D. Set the Volunteer Job's Website Time Zone field value to the time zone in which the job will take place when creating Volunteer Jobs.

Answer: D

Explanation:

Question: 23

A major donor officer needs to capture wealth scoring to support individual cultivations.

How is this best represented in the NPSP?

A. Using an AppExchange application, collect and rank other nonprofits' wealth information to understand how best to cultivate individual donations.
B. Report on the total amount of donations received by the nonprofit in the past year, and rank it against peer institutions to best cultivate individual donations.
C. Report on the total amount of an individual's donations summarized on their Contact record and rank it against donations to the nonprofit by other individual donors to best cultivate individual
donations.
D. Using an AppExchange application, collect and rank donor prospects' wealth information to understand how to best cultivate individual donations.

Answer: D

Explanation:

Question: 24

A consultant is setting up a governance framework as part of a nonprofit organization implementation.
Which three elements should be included in a Salesforce-recommended governance structure? Choose 3 answers

A. Agile Methodology
B. Release Management
C. Rules of Engagement
D. Center of Excellence
E. Design Standards

Answer: A, B, D

Explanation:

Question: 25

A fundraising associate needs to print mailing labels for the latest direct mail campaign to families who give to the nonprofit organization. The organization uses the Household Account model with Address Management.
Which object and address field should the associate use when building the report?

A. Account; Billing Address
B. Contact; Other Address
C. Account; Shipping Address
D. Contact; Mailing Address

Answer: D

Explanation:

Question: 26

The executive director at a nonprofit organization wants to have a report to see how much each board member has raised by either direct gifts or gifts they helped to influence for this fiscal year. There is a custom checkbox field on the Contact record to indicate board members.

How should the consultant create this report?

A. Use the Opportunities report type. Add a cross filter for Contacts with Board Member = TRUE.

Summarize the Total Gifts this Year and Soft Credits this Year fields.
B. Use the Contacts & Accounts report type. Add a field filter for Board Member = TRUE. Include the Total Gifts this Year and Soft Credits this Year fields.
C. Use the Opportunities report type. Add a field filter for Contacts with Board Member = TRUE.
Group results by the Total Gifts this Year and Soft Credits this Year fields.
D. Use the Contacts & Accounts report type. Add a field filter for Board Member = TRUE. Add a cross filter for Opportunities with Soft Credits. Group results by Giving Totals.

Answer: B

Explanation:

Question: 27

A nonprofit runs a workforce development program for its clients. Job seekers contact the nonprofit via phone, web, and email. The nonprofit wants to track each engagement separately from start to finish. The nonprofit needs to assign job seekers to case managers.
What solution should the consultant propose?

A. Create a custom junction object between Contact and Case for the assignment and customize workflow rules.
B. Enable web-to-case and customize cases and assignment rules.
C. Create a custom multi-select picklist field to track the assignment and customize related lists.
D. Enable web-to-lead and customize leads and assignment rules.

Answer: B

Explanation:

Question: 28

A nonprofit organization wants a report that compares giving at a consistent point in time from year to year.
Now should the consultant set this up?

A. Create a matrix report bucketing the dates you wish to compare.
B. Create a joined report showing the two years side by side.
C. Run the NPSP Account SYBUNT and Contact SYBUNT reports.
D. Set up a Reporting Snapshot on Opportunities.

Answer: C

Explanation:

Question: 29

The Development Director at a nonprofit needs to track grant lifecycles using the NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments towards the total.

How can this be accomplished with NPSP using Account records for the grant making institution?

A. Create Opportunities with Payments to represent payments, Deliverables to represent applications and reporting deadlines, and Activities to represent action assignments to their staff.

B. Create Opportunities with Payments to represent payments, Activities to represent applications, reporting deadlines, and action assignments to their staff.

C. Create Opportunities with Deliverables to represent payments, applications, reporting deadlines, and action assignments to their staff.

D. Create Recurring Donations with Opportunities to represent payments, Deliverables to represent applications and reporting deadlines, and Activities to represent action assignments to their staff.

Answer: A

Explanation:

Question: 30

A nonprofit organization has a large volume of contacts, organizations, and address records. The organization wants to migrate all of its data into its NPSP org.
What are two considerations? Choose 2 answers

A. Address verification only works with the one-to-one and individual ("Bucket") Account models.

B. Tracking addresses with the Address object may introduce more complexity.

C. Migrating all historical address information impacts system data storage.

D. There is a limit of three addresses per contact or organization that can be migrated into NPSP.

Answer: B, C

Explanation:

Question: 31

A nonprofit organization receives a lot of grants, many of which are renewals of previous grants from the same funder. The organization wants to be able to easily access the previous grant information. What should the consultant advise to capture this in Salesforce?

A. Create a Campaign for the funder and add all Opportunities including the original grant and any renewal grants to the Campaign.

B. Create a child Opportunity for the renewal grant from the original grant using the Renewal Grant Opportunity record type.

C. Fill in the "Previous Grant/Gift Opportunity" lookup field on the Opportunity for the new grant and check the "Is Grant Renewal" field.

D. Ensure that when naming the Opportunity for the renewal grant, "Renewal" is included in the name as well as the name of the funder.

Answer: C

Explanation:

Question: 32

The VP of Development wants to track the nonprofit organization's six campaigns nested within each other: Friends of the

Organization>FY19>Capital Campaign>Annual Fund>Digital Donations>Mobile. What should the consultant do?

A. Create a custom lookup field, "Related Campaign" on the Campaign object.
B. Suggest consolidating at least one of the Campaigns so that it is within the Campaign Hierarchy limit.
C. Create a Campaign Hierarchy with the parent Campaign record as, "Friends of the Organization"
D. Suggest changing the order of the hierarchy.

Answer: B

Explanation:

Question: 33

A development associate received a corporate matching gift that the original donor did not indicate was to be matched.
Which solution should the consultant recommend?

A. Select Find Matched Gifts and click on the Find More Gifts button.
B. Create a Lightning quick action declaratively.
C. Create a Contact lookup field on the Opportunity object.
D. Select Manage Soft Credits and change the Role for the donor.

Answer: A

Explanation:

Question: 34

A nonprofit organization on NPSP needs to be able to track the high school a student attended and track the enrollment of the student at college.
How should the consultant recommend tracking this?

A. Use NPSP Affiliations objects to connect the Contact to the Account for their high school and college, use the Status field there to indicate if they are currently enrolled or are former students there.
B. Turn on Field History Tracking for the Account lookup field on the Contact record, use the Account lookup to indicate where they are currently enrolled and change it as they move on.
C. Set up a Campaign for each high school and college and use Campaign Members to connect the Contact to the Campaign. Change the values in Campaign Member Status from Sent/Responded to Current/Former.
D. Install the Salesforce.org Higher Education Data Architecture (HEDA) managed package and use Affiliations.

Answer: D

Explanation:

Question: 35

A nonprofit organization is interested in a CRM that manages its constituents and has an integrated email marketing tool with built-in scoring and engagement tracking.
Which solution should the consultant recommend?

A. NPSP and Community Cloud
B. NPSP and Social Studio

C. NPSP and Marketing Cloud
D. NPSP and Pardot

Answer: C

Explanation:

Question: 36

What are the two key places to locate NPSP release information? Choose 2 answers

A. Power of Us Hub
B. trust.salesforce.com
C. Partner Success Community
D. GitHub Cumulus Releases

Answer: A, D

Explanation:

Question: 37

Which function of the application development lifecycle does establishing a Center of Excellence address?

A. Documentation
B. Data management
C. Deployment
D. Testing
E. Governance

Answer: E

Explanation:

Question: 38

A development director needs to understand which organizations have given to the nonprofit in

some year prior to the current, but have not contributed to the nonprofit in the current year. How should the consultant accomplish this task?

A. Customize the date range on the NPSP SYBUNT report for Accounts
B. Customize the date range on the NPSP SYBUNT report for Contacts
C. Create an Opportunity report that compares Contact donations from the previous fiscal year to the current
D. Customize the date range on the NPSP LYBUNT report for Accounts

Answer: B

Explanation:

Question: 39

A nonprofit customer wants to have the status for a Campaign Member on a fundraising campaign automatically update when a donation is received from that Contact.
What should the consultant recommend?

A. Create a workflow rule that updates the Campaign Status when an Opportunity is created.
B. Create an Apex Trigger to update the Contact's Campaign record.
C. Enable Automatic Campaign Member Management in NPSP settings.
D. Use Process Builder to update the Contact's campaign member record.

Answer: C

Explanation:

Question: 40

A nonprofit organization uses a vendor for direct mail, and receives a monthly spreadsheet from it with donor information, donation amounts, and the solicitation campaign that the donation was in response to.
How can this information can be entered and de-duplicated against existing individuals in the Nonprofit Success Pack (NPSP)?

A. Use the Salesforce Data Loader to upload the spreadsheet and then manually check for duplicates and use the NPSP Contact Merge tool to de-duplicate records.
B. Upload the spreadsheet using the NPSP Data Importer and associate the individuals with Opportunities and Recurring Donations.
C. Use the Salesforce Import Wizard to upload the spreadsheet and then de-duplicate records using the NPSP Contact Merge tool.
D. Upload the spreadsheet using the NPSP Data Importer and associate the individuals with Opportunities and Campaigns.

Answer: D

Explanation:

Question: 41

A nonprofit client wants to connect directly to other nonprofits using Salesforce who have a very similar business use case.
Which resource is designed for this purpose?

A. Power of Us Hub Solution Exchange
B. Salesforce.org website
C. Trailblazer Community User Group
D. AppExchange

Answer: A

Explanation:

Question: 42

A nonprofit organization needs to frequently import membership renewal data and daily donation data and needs a different configuration for each.
Which tool should the consultant recommend?

A. Salesforce Import Wizard
B. NPSP Data Importer
C. Salesforce Data Loader
D. NPSP Data Import Batch

Answer: B

Explanation:

Question: 43

A family foundation wants to use Salesforce to track its funding of dozens of projects using a Campaign for each project. The foundation has a goal of funds to disperse, and it is important that the foundation can track year over year goals for each project. What should a consultant recommend for the foundation to track progress?

A. Create a custom object for year and a custom object for project to track.
B. Create a Campaign hierarchy for project and year.
C. Create reports with bucketing and filters.
D. Create a process that populates custom fields for each year and project on Opportunities.

Answer: B

Explanation:

Question: 44

Which two sections should be included in a Salesforce-recommended V2MOM? Choose 2 answers

A. Vision
B. In Milestones
C. Objectives
D. Metrics
E. Virtues

Answer: A, D

Explanation:

Question: 45

A nonprofit organization receives a number of donations from Donor Advised Funds where the check is written by the financial institution that houses the Donor Advised Fund. What should the consultant recommend to ensure that the Donor Advised Fund receives credit for the donation?

A. Add an additional Account lookup field on the Opportunity for the Donor Advised Fund
B. Add an Account lookup field on the Payment for the Opportunity for the Donor Advised Fund
C. Use a GAU allocation to credit the donation to the Donor Advised Fund
D. Use Account Soft Credits to credit the Donor Advised Fund

Answer: D

Explanation:

Question: 46

How often are updates to the NPSP pushed to production orgs?

A. Three times per year
B. Four times per year
C. Once every two weeks
D. Once every month

Answer: C

Explanation:

Question: 47

A nonprofit has been keeping track of donors' employers in a spreadsheet. The nonprofit has hired a consultant to upload data to the NPSP Affiliations object. What is the correct order for uploading the donors' employment information?

A. Upsert Contact records, export Contact ID, upsert Organization Accounts for employer with Organization Account ID in the "Primary Affiliation" field
B. Insert Organization Accounts for the employer, insert Contact records for the donor, insert Affiliation records for the employment information

C. Insert Affiliation records, export Contact records, export Account records, upsert Contact records
D. Upsert Organization Accounts, export Organization Account ID, upsert Contact record with Organization Account ID in the "Primary Affiliation" field

Answer: B

Explanation:

Question: 48

The vice president of development of a nonprofit organization wants to be able to review giving in the pipeline at a high level, and track the organization's process towards finding new potential donors. The VP also wants to track program metrics as compared to donor histories. What should the consultant advise?

A. Packaged NPSP reports cannot be edited. Recreate all the reports found on the NPSP Development Forecasting dashboard to edit appropriately. Add additional reports to track program data.
B. Review the reports on the NPSP Fundraising Reports folder. Create additional reports to track program data. Schedule each report to be sent to the vice president every morning.
C. Review the components that are already on the NPSP Development Forecasting dashboard. Create additional reports and edit the dashboard to add components to track the program data.
D. Packaged NPSP dashboards cannot be edited. Recreate the NPSP Development Forecasting dashboard components. Add additional components to track program data.

Answer: C

Explanation:

Question: 49

A nonprofit organization has a large number of duplicate contacts the consultant needs to clean up. What should the consultant recommend to handle duplicate clean up in bulk?

A. Salesforce Duplicate Management
B. NPSP Contact Merge
C. Third party app from the AppExhange
D. Salesforce Data Loader

Answer: B

Explanation:

Question: 50

A nonprofit organization is using a free trial of Nonprofit Cloud and engages with a consultant to do some custom configuration work. The consultant starts to gather requirements and look at the overall design. Which two things should the consultant know about the trial experiences available on the Salesforce.org website?

A. Five licenses are included at no cost for qualified customers
B. The trial choices include Lightning Enterprise or Lightnng Enterprise + NPSP
C. The free trial period is for 30 days
D. It is a Developer Edition org

Answer: B, C

Explanation:

Question: 51

A nonprofit organization needs an email marketing tool that will measure email engagement and evaluates the fit of prospective supporters. Which two factors should the consultant recommend?

A. Pardot Grading
B. Marketing Cloud Measures
C. Marketing Cloud Reporting
D. Pardot Scoring

Answer: A, D

Explanation:

Question: 52

A large nonprofit organization is a social enterprise that functions in many ways like a for-profit corporation. The organization does mot accept individual donations, but mostly engages with corporations, sponsors, and vendors by selling its own products to further its mission. The organization needs to manage Leads and track its Opportunity pipeline. Which account model should the consultant recommend?

A. Administrative Account Model in HEDA
B. Household Account Model in NPSP
C. Household Account Model without NPSP
D. Individual "Bucket" Account Model in NPSP
E. Salesforce Account Model without NPSP

Answer: E

Explanation:

Question: 53

A nonprofit organization needs to send a mailing to all clients to invite them to an informational session on its workforce development program. The organization wants to track who it was sent to and who responded. The organization is using the NPSP with the Household Account Model. What should a consultant advise them to do to accomplish this in Salesforce?

A. Create a report using the NPSP All Contacts report and add a filter to just include clients
B. Create a mailing list Campaign, then create a report using the type Contacts & Accounts with a filter for clients, then add to Campaign
C. Create a Campaign, filter a list view for clients and add to Campaign. Create a report with the type Campaigns with Campaign Members.
D. Create a Campaign field and add all clients to it, then use the Household Mailing List button to generate the mailing list.

Answer: D

Explanation:

Question: 54

Which two actions should a consultant take before importing a large volume of data into an NPSP org?

A. Check the code coverage of the target org
B. Disable certain Apex classes manually in production
C. Check if the data is clean, structured, and in its final format
D. Disable certain Apex classes using TDTM

Answer: C, D

Explanation:

Question: 55

A nonprofit organization is using Cases in Salesforce for case management with its clients. The nonprofit organization wants to relate Cases for the same client to each other. How should the consultant advise the organization?

A. Use Case Comments and paste the URL of the first Case opened for the client in each new Case related to them.
B. Create a custom field for an ID number and assign the same number to all cases that need to be connected
C. Use Case Hierarchy to connect all Cases for the client to a parent case and click on View Hierarcht to see the connected Cases
D. Create a custom object that connects Cases to each other with two Case lookup fields and add a check box field to designate

the parent Case.

Answer: C

Explanation:

Question: 56

How should a consultant install NPSP in an existing Salesforce organization?

A. Download each NPSP component from the AppExchange, install in the target organization, and complete the post-install instructions
B. Visit the NPSP Installer page, install in the target organization, and complete the post-install instructions
C. Download each NPSP component from The Powrt of Us Hub, install organization, and complete the post-install instructions
D. Visit the NPSP Conversion Utility tool, install in the target organization, and complete the postinstall instructions

Answer: B

Explanation:

Question: 57

A nonprofit organization has engaged a consultant to implement NPSP and has a large membership program it wants to manage in Salesforce. Which two things does the consultant need to set up to ensure that the membership rollups in NPSP will work properly?

A. Ensure there is a custom field created for Membership Amount and selected for membership rollups
B. Check that the membership record type is selected for membership rollups.
C. Ensure there is an Opportunity record type set up for memberships
D. Check that the grace period is set up for memberships.

Answer: B, D

Explanation:

Question: 58

A nonprofit organization wants to record the most recent Opportunity close date on Contact records. The nonprofit organization expects the field on the Contact to be overwritten every time a new Opportunity meets the criteri
a. Which feature should the consultant use to meet this requirement?
A. AppExchange App
B. Formula Field
C. Roll-Up Summary Field
D. NPSP Customizable Rollups

Answer: D

Explanation:

Question: 59

A nonprofit organization needs to import a list of donations made at a recent gal
a. Several of the donors have more than one mailing address. What is the correct order of objects to import data in Salesforce?

A. Opportunity, Campaign, Contact, Address, Account B. Account, Address, Contact, Campaign, Opportunity C. Contact, Opportunity, Account, Address, Campaign D. Lead, Account, Address, Campaign, Opportunity

Answer: B

Explanation:

Question: 60

A nonprofit organization is migrating from a standard Salesforce org to an NPSP org. It has a large volume of contacts. The nonprofit organization is considering using an Individual ("Bucket") account model. What are two considerations in this situation?

A. The Individual account model is a legacy account model and is no longer recommended.
B. Once the Individual model is enabled, it cannot be changed.
C. The Account name is identical to the Contact name.
D. There is a risk of account data skew with the Individual account model and the large volume of contacts.

Answer: C, D

Explanation:

Question: 61

A nonprofit organization is retiring its legacy donor, donation, and payment processing systems. The organization wants to load 45,000 records into Salesforce from a single flat file. Which tool should be used to create all of the records at once?

A. Import Wizard
B. Data Loader
C. NPSP Data Import
D. ETL Tool

Answer: C

Explanation:

Question: 62

A nonprofit organization needs an audit trial of metadata changes over time and the ability to develop, test, and a release project independent of other projects in development. Which development model should be chosen?

A. Application development
B. Org development
C. Package development

D. Change Set development

Answer: D

Explanation:

Question: 63

A membership organization needs to send out automated renewal emails on a 30/60/90 period. Each referenced email template needs to differ based on the members' web site visits. Which automation method should a consultant recommend?

A. Process Builder
B. Apex Trigger and Scheduler
C. Time-Based Workflow
D. Pardot

Answer: D

Explanation:

Question: 64

A nonprofit organization had enabled Person Accounts in its org and now wants to install NPSP. The nonprofit organization wants to completely remove all Person Account features. What should the nonprofit organization consider?

A. Apply for a new Salesforce organization and request a license transfer
B. Use the NPSP Conversion Utility Tool
C. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
D. Create a case in Salesforce to completely remove the Person Account record type

Answer: A

Explanation:

Question: 65

A nonprofit customer is concerned about its users having their Salesforce usernames and passwords compromised. Which Salesforce security feature should the consultant recommend?

A. Set up two-factor authentication
B. Add IP ranges on user profiles
C. Specify a My Domain login policy for its Salesforce instance
D. Specify a Trusted IP Range for each user

Answer: A

Explanation:

Question: 66

A nonprofit organization using NPSP does a lot of mailings and wants to ensure states and countries are entered accurately into Salesforce. The nonprofit has heard about State and Country Picklists and asked its consultant about enabling them. What are two considerations the consultant should raise about enabling State and Country Picklists and asked its consultant about enabling them. What are two considerations the consultant should raise about enabling State and Country Picklists for NPSP?

A. NPSP Data Import object doesn't support State and Country abbreviations in picklist form

B. The Individual ("Bucket") account model does not support State and Country Picklists
C. Predefined State and Country abbreviations on Address records must be used
D. State and Country Picklist values can only be configured on the Address object

Answer: A, C

Explanation:

Question: 67

A nonprofit organization is using NPSP Data Importer for Contacts. The consultant has noticed that even though the mappings are correct, some of the Account records are not automatically being created. Which two things should the consultant check?

A. If all the email addresses are properly formatted
B. If all records have a phone number
C. If the required fields are included in the import
D. If there are required fields on the Account

Answer: C, D

Explanation:

Question: 68

A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

A. Upload a list of all donors as Campaign Members using the Data Import Wizard
B. Enable the Automatic Campaign Member Management in NPSP settings
C. Create a trigger that automatically adds any donor as a Campaign Member
D. Populate the Primary Campaign Source field on the Opportunity record

Answer: B, D

Explanation:

Question: 69

A consultant is upgrading a non-profit client from version 2 of NPSP to version 3. Which action should

the consultant take before running the NPSP Installer?

A. Delete all fields labelled Deprecated.
B. Upgrade the Recurring Donations package by itself.
C. Delete the custom Households object.
D. Run NPSP Health Check.

Answer: B

Explanation:

Question: 70

A nonprofit organization is using Salesforce with the NPSP pre-installed. The nonprofit organization wants to give prospective volunteers a way to fill out their volunteer application online. How should this be accomplished?

A. Create a web-to-case form in Salesforce with the fields needed to capture the information asked for on the form.
B. Set up the Volunteers for Salesforce Volunteer Signup Form on the nonprofit's website.
C. Create a Chatter Group for prospective volunteers, assign them a Chatter Free license, and have users complete the form.
D. Set up the Volunteers for Salesforce Site Contact Information Site on the nonprofit's website.

Answer: B

Explanation:

Question: 71

Which resource should the consultant recommend to a non-profit organization to suggest new features in NPSP?

A. Power of Us Hub
B. Salesforce Help
C. Salesforce AppExchange
D. Trailblazer Community

Answer: A

Explanation:

Question: 72

A nonprofit customer must conflict and store its clients' government-issued ID number. The consultant has set up a custom text field for the ID number. Which security solution should be used to protect this data?

A. Restrict visibility by removing it from the page layout and utilizing role hierarchy to prevent users

from accessing that field except for the staff who need to interact with the government ID data
B. Encrypt the government ID field with Classic Encryption for Custom Fields and grant View Encrypted Data permission only to those users who have to interact with the data
C. Turn on two-factor authentication for the staff members who need to collect and use the government ID number field data
D. Set the org wide default on Contacts to Private so only the user who owns the Contact records can access it.

Answer: B

Explanation:

Question: 73

How can a gift officer determine if an acknowledgment letter was sent for a donation?

A. Check the Status picklist value on the Task object.
B. Check if the Campaign Member status is set to "Acknowledged".

C. Check the Acknowledgement Status picklist value on the Opportunity object.
D. Check the Acknowledgement Status picklist value on the Contact object.

Answer: C

Explanation:

Question: 74

A volunteer manager at a nonprofit organization needs to be able to search for volunteers with landscaping skills who are available at a given time. The organization is using Volunteers for Salesforce. What should the consultant advise?

A. Create a list view on Contacts using a filter for those who have skills that include landscaping. Add the field for Volunteer Availability on the list view and sort by it to find those with landscaping skills who are available at the given time
B. Click on the Find Volunteers tab and fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs with the values you're looking for and hit search
C. Use the Volunteers Wizard to look for volunteers with landscaping skills and Volunteer Availability and choose those available at the given time
D. Create a report with the report type Contacts with Volunteer Hours and Volunteer Jobs. Filter the report by the Volunteer Job for landscaping and Volunteer Availability at the time the Volunteer Manager needs them

Answer: B

Explanation:

Question: 75

The system administrator accidentally deletes the NPSP 00 - Error Processing job. What should the

consultant recommend?

A. Go to NPSP Settings | Bulk Data Processes | Batch Process Settings to automatically recreate it.
B. Go to the NPSP Data Imports | Bulk Data Processes | Batch Process Settings to automatically recreate it.
C. Go to the Recycle Bin and undelete the job.
D. Go to help and create a case amd ask Salesforce Support to reschedule this job.

Answer: A

Explanation:

Question: 76

A nonprofit wants to track various funds in Salesforce to report on its restricted donations. Which NPSP feature should the consultant recommend?

A. Levels
B. Engagement Plans
C. General Accounting Units
D. Customizable Rollups

Answer: C

Explanation:

Question: 77

A large non-profit organization needs to keep track of a vast network of donors in NPSP. The donors have their own complex relationships, where they may be related to many different Accounts. Which Salesforce object does Saleforce.org recommend using to address this complexity?

A. Relationships
B. Contact (associated to Multiple Accounts)
C. Connections
D. Organization Accounts
E. Affiliations

Answer: E

Explanation:

Question: 78

A local charity receives its income from recurring payments, The Recurring Donation object is used and contains a unique and manually entered reference number. This reference number should not be modified after creation. The finance department has requested that all child Opportunities also contain this unique reference number to make it easier to reconcile payments. How can the consultant achieve this?

A. Create a custom text field on the Opportunity object and use NPSP Recurring Donation Custom Field Mappings
B. Create a text formula field on the Opportunity object and use Process Builder to update all child Opportunities
C. Create a custom field on the Opportunity object and deploy a trigger to update all child Opportunity records.
D. Create a custom text field on the Recurring Donation object and use NPSP Recurring Donation Custom Field Mappings

Answer: D

Explanation:

Question: 79

The executive director at a nonprofit needs to understand the overall summary of individuals engaged with the organization across multiple channels, including donations, volunteer shifts, and event attendance. What can the consultant deliver to help them achieve this summary by channel?

A. Create a Role Hierarchy to summarize the number of Opportunity records associated with each user, and the Campaign Memberships associated with the Primary Contact on the Opportunity by channel.
B. Create an Account Hierarchy to see the number of people related to each household, and their associated Contact records with Campaign Memberships and Opportunities by channel.
C. Create a User Hierarchy to report by user with the Opportunity, Contact, and Campaign records owned representing donation, volunteer, and event channels and their Campaign Memberships.
D. Create a Campaign Hierarchy to see the number of people associated with each donation, shift, and event, by channel with Campaign Memberships.

Answer: D

Explanation:

Question: 80

A nonprofit organization has a lot of donors who give recurring donations. Some donors like to have their recurring donations by three times per year. What should the consultant advise?

A. Create a custom installment period in NPSP Settings, and then add the tri-yearly custom installment period to the custom installment picklist.
B. Change one of the values on the custom installment picklist to tri-yearly.
C. Tri-yearly is not available as an option in Recurring Donations so for those the nonprofit will need to use Opportunities with multiple payments.
D. Use the tri-yearly installment period that comes by default with Recurring Donations.

Answer: A

Explanation:

Question: 81

A nonprofit organization is currently using Person Accounts in Salesforce. The organization now wants to use the NPSP Household Account model instead and does not want system administrators to interact with anything related to the Person Account model. What should the consultant advise?

A. Export all Person Account data, then create a help ticket asking Salesforce to uninstall Person Accounts, then install NPSP and reimport the data
B. Install NPSP in its Salesforce org and set the account model to Household Accounts and the record type to Person Accounts
C. Apply for a new Salesforce NPSP org and request a license transfer, then migrate existing data from the current system to the new Salesforce instance
D. Extract the Person Account data, uninstall Person Accounts, install NPSP and reimport the data.

Answer: C

Explanation:

Question: 82

A nonprofit organization uses Customizable Rollups and has a large volume of Recurring Donation Allocations for a specific fund. The system administrator notices a scheduled skew job, but does not remember scheduling it. What should the consultant advise the system administrator to do?

A. View the Setup Audit Trail
B. Keep the job
C. Run a debug log
D. Delete the job

Answer: D

Explanation:

Question: 83

A development associate using NPSP wants to add the Check/Reference Number on a report but does not see that field in the Report Builder. What should the consultant advise?

A. Check if the report type includes Opportunities.
B. Check if the report type includes Payments
C. Check a custom field, "Check/Reference Number" on Opportunity
D. Check a custom field, "Check/Reference Number" on Payments

Answer: B

Explanation:

Question: 84

A consultant needs to set up a sandbox strategy for a nonprofit implementation project involving two major development initiatives. For which three purposes should separate sandboxes be used?

A. Quality Assurance
B. Analytics
C. Field Tracking
D. Staging
E. Development

Answer: A, D, E

Explanation:

Question: 85

A user creating Opportunities wants to avoid manually entering information twice in order to have it appear on both the Opportunity record and the Payment record. Which two steps should be taken to set this up?

A. Create Payment Mappings in NPSP Settings.
B. Create custom fields on the Payment object.
C. Create lookup fields on the Payment object.
D. Create a workflow that will copy Payment information to the Opportunity record.

Answer: A, B

Explanation:

Question: 86

A developer needs to create a custom Apex class in the TDTM framework. Which sets of steps should the developer take?

A. Create the Visualforce page, test class, and a Trigger Handler record
B. Create the Apex class, test class, and Trigger Handler record
C. Create the Apex trigger, test class, and Trigger Handler record

D. Create the Lightning component, test class, and Trigger Handler record

Answer: B

Explanation:

Question: 87

What is a common cause of the NPSP upgrade failing when run in Production and there were no issues running it in the sandbox?

A. Not having adequate test code coverage
B. Not having one or more of the packages in NPSP installed

C. Not running the NPSP Health Check before trying to upgrade in production
D. Not changing the account model to the Household Account Model before trying to upgrade

Answer: A

Explanation:

Question: 88

A donor donates $500 to a nonprofit that is matched by his employer. How are the hard credits and soft credits listed in NPSP?

A. The donor has a hard credit of $500 and a soft credit of $500, and the employer has a hard credit of $500
B. The donor has a soft credit of $500 and the employer has a hard credit of $500
C. The donor has a hard credit of $500, the employer has a hard credit of $500, and there are no soft credits
D. The donor has a hard credit of $500 and the employer has a soft credit of $500

Answer: B

Explanation:

Question: 89

A nonprofit organization recently completed a migration to a NPSP Salesforce org. The consultant wants to ensure that all the migrated Accounts use the same account model. What action should the consultant take?

A. Run the NPSP Health Check Tool
B. Run the Salesforce Optimizer
C. Run the Data Quality Analysis Dashboard
D. Run the Lightning Readiness Assessment

Answer: C

Explanation:

Question: 90

A nonprofit organization has white papers, case studies, and impact reports on its website. The organization wants to track website visitors who download those assets. Once tracked, the organization wants to pursue the visitor as a constituent. Which solution should be considered?

A. Campaigns
B. Community Cloud
C. Pardot
D. Salesforce DMP

Answer: C

Explanation:

Question: 91

During requirements gathering with a nonprofit, the consultant discovers that the customer only works with individual contributors and volunteers (not companies or organizations). The consultant considers using Person Accounts with NPSP so that the customer can track its individual's as accounts. What is the best practice regarding Person Accounts?

A. Person Accounts should be tested in NPSP, and can be turned off if it does not work as intended
B. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
C. Ensure that the Person Account record type is set as the default record type for the profile of the user who is converting the lead if the customer is planning to do lead conversion
D. Person Accounts were not designed to work with NPSP, and is not supported for use with NPSP

Answer: D

Explanation:

Question: 92

A consultant is importing a number of new individual gifts from a recent fundraising event for a nonprofit that is using NPSP. It is very important that donors receive credit for these new donations. Where is the automatic Opportunity Contact Role hard credit value configured for this scenario?

A. Opportunity Settings
B. Affiliation record
C. NPSP Settings
D. Relationship record

Answer: C

Explanation:

Question: 93

A nonprofit organization wants to track all donations that go to a specific, designated fund. How should a consultant solution for this use case?

A. Create an Opportunity record type, called "Funds" and then create an Opportunity record for the designated fund.
B. Create a GAU record for the designated fun.

C. Create a GAU Allocation record for the designated fund.
D. Create a custom object for to track fund accounts and then create an Account record for the designated fund.

Answer: C

Explanation:

Question: 94

A nonprofit organization is using NPSP to manage its contacts and their families. What should the consultant recommend about adding other common connections such as siblings and deceased and divorced spouses?

A. Add them as Relationship entries manually
B. Add them as Relationship record types
C. Add them as Affiliation entries manually
D. Add them as Affiliation record types

Answer: A

Explanation:

Question: 95

A nonprofit organization wants to manage its social media presence by being able to listen to what constituents are saying about the organization on social media, measure its impact, and manage it from a mobile app. What should the consultant recommend?

A. Social Studio
B. Live Message
C. Pardot
D. Google Analytics

Answer: A

Explanation:

Question: 96

A gift officer successfully imported a small list of donors and their donations. The gift officer wants to add these donors to a Campaign from an Opportunities report but the "Add to Campaign" option is not available. The gift officer wants to add donors to a Campaign from a report. What should the consultant recommend?

A. Export the Opportunity report results and import the list of donors as Campaign Members using the Data Import Wizard
B. Create a joined report with Opportunities and Campaigns
C. Create a report type that includes Contacts such as the Opportunities with Contact Roles report type
D. Go to Setup and add the "Add to Campaign" button to the report type

Answer: C

Explanation:

Topic 2, Exam Pool B

Question: 97

Which one do you like?

A. Create a custom text field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
B. Create a custom currency field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
C. Create a custom number field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
D. Create a custom text formula field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation

Answer: C

Explanation:

Question: 98

A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

A. Select the Do Not Email, Do Not Contact, and Email Opt Out fields
B. Delete the Contact record
C. Select the Deceased field
D. Delete the values in the phone and email fields

Answer: C

Explanation:

Question: 99

A nonprofit organization has white papers, case studies, and impact reports on its website. The organization wants to track website visitors who download those assets. Once tracked, the organization wants to pursue the visitor as a constituent. Which solution should be considered?

A. Affiliation record
B. Relationship record
C. NPSP Settings
D. Opportunity Settings

Answer: C

Explanation:

Question: 100

A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

A. Select the Deceased field

B. Delete the values in the phone and email fields
C. Select the Do Not Email, Do Not Contact, and Email Opt Out fields
D. Delete the Contact record

Answer: A

Explanation:

Question: 101

Salesforce recommends using V2MOM with customers in the requirements-gathering phase of a project. What is the desired outcome?

A. Customer adoption
B. Organizational alignment
C. Data security
D. Executive sponsorship

Answer: B

Explanation:

Question: 102

Which one do you like?
A. Option 3
B. Option 2
C. Option 1
D. Option 4

Answer: C

Explanation:

Question: 103

A nonprofit organization wants to integrate its event management system and Salesforce. The organization wants to automatically send event and event attendee data from its event management system and create Campaigns and Campaign Members in Salesforce on a daily basis. What should the consultant recommend?

A. Export event and event attendee information to the NPSP Import Template and import into Salesforce
B. Consider using a middleware tool to integrate the event management system with Salesforce
C. Export Campaign and Campaign Member information and import into the event management system
D. Consider using Salesforce Connect

Answer: D

Explanation:

Question: 104

Which two scenarios should be included in a Salesforce-recommended V2MOM?

A. Metrics

B. Virtues
C. Milestones
D. Vision
E. Objectives

Answer: D, E

Explanation:

Question: 105

A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

A. Populate the Primary Campaign Source field on the Opportunity record
B. Upload a list of all donors as Campaign Members using the Data Import Wizard
C. Enable the Automatic Campaign Member Management in NPSP settings
D. Create a trigger that automatically adds any donor as a Campaign Member

Answer: A, C

Explanation:

Question: 106

A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

A. Delete the values in the phone and email fields
B. Delete the Contact record
C. Select the Deceased field
D. Select the Do Not Email, Do Not Contact, and Email Opt Out fields

Answer: C

Explanation:

Question: 107

The event manager for a nonprofit organization periodically imports a cleaned, structured list of event registrations. Now should the consultant set up the TDTM Trigger Handlers?

A. Disable Opportunity Contact Role trigger handlers.
B. Disable TDTM for specific users.
C. Disable the Trigger Handler using Apex instead of TDTM.
D. Disable TDTM for all users.

Answer: B

Explanation:

https://powerofus.force.com/s/article/NPSP-Disable-Trigger-Handlers#ariaid-title3

Question: 108

A consultant is using the Conversion Utility tool to convert an NPSP account model from One-to-One to Household. Which manual action will the consultant need to take after the Conversion Utility tool runs successfully?

A. Move Tasks from the One-to-One Accounts to the new Household Accounts.
B. Move Opportunities from the One-to-One Accounts to the new Household Accounts and Contacts.
C. Delete One-to-One account records.
D. Select a Primary Contact for each Household Account.

Answer: B

Explanation:

Question: 109

A development officer wants to integrate wealth scoring information into Salesforce. Which solution should the consultant recommend?

A. Pardot
B. Philanthropy Cloud
C. Salesforce Optimizer
D. A third-party app on the AppExchange

Answer: D

Explanation:

Question: 110

A nonprofit organization has a large volume of donation and payment data that it wants to migrate to its NPSP org. Which two large volume data considerations should the consultant discuss with the nonprofit organization? Choose 2 answers

A. Data storage limits
B. Data skew
C. Code coverage
D. API call limits

Answer: A, B

Explanation:

Question: 111

A nonprofit admin notices the nightly NPSP batch jobs are suddenly taking significantly longer to complete than they did a month earlier.

What are two factors the consultant should tell the system admin to consider?
Choose 2 answers

A. A new standard roll-up summary field was added to an object.
B. A new Process Builder process was activated.
C. A new node tree was added to the role hierarchy.
D. A new customizable rollup was added in NPSP Settings.

Answer: B, D

Explanation:

Question: 112

A consultant for a nonprofit needs to upload data that contains payments on existing opportunities in Salesforce using donation matching in the NPSP Data Importer.
After a gift is successfully matched to an existing record, which two updates may occur?
Choose 2 answers

A. The Stage of the Opportunity will change to Closed/Won.
B. The open Payment will be marked as Paid.
C. A Payment will be added to the Opportunity.
D. The Opportunity amount will include the new payment amount.

Answer: B, D

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Data-Importer-Options

Question: 113

A nonprofit has employed a contract developer for work involving objects that contain personal and personally identifiable information. The contractor is working in a full copy sandbox.
What should the consultant recommend to ensure the contractor is unable to access this sensitive data?

A. Encrypt all fields containing sensitive data with Classic Encryption.
B. Configure the contractor's Profile to prevent access to the sensitive data.
C. Implement Salesforce Data Mask and mask the sensitive data.
D. Implement Salesforce Shield and apply it to the sensitive data.

Answer: C

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/salesforce-data-mask/understand-the- importance-of-data-privacy

Question: 114

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It

wants to manage bounces, resend the notice as needed, and view the send history on the Contact record.
Which option should a consultant recommend to meet the requirements?

A. Journeys
B. Send List Email
C. Pardot
D. Salesforce Engage

Answer: B

Explanation:

https://powerofus.force.com/s/article/SFDO-BP-Pardot-Basics-for-Nonprofit-and-Education

Question: 115

The system admin for a nonprofit is receiving a System.DmlException notification.
Where should the consultant view detailed information about the notification?

A. System Overview Page
B. Trigger Configuration
C. Error Log
D. Event Monitoring

Answer: C

Explanation:

Question: 116

A nonprofit is using NPSP with the default account model and settings. A user creates and saves a new Contact leaving the Account Name blank.
How does NPSP handle the Account?

A. The Contact is added to an existing Account.
B. An Account is created with a household name.
C. An Account is created with the same name as the Contact.
D. The Account Name remains blank.

Answer: B

Explanation:

Question: 117

A board member introduced a high-net-worth individual to the work of the nonprofit. The individual made a donation at an event.
The fundraising manager wants to record this information in Salesforce. It is important the donation is hard credited to the individual while ensuring this donation, as well as any future donations from the individual, are soft-credited to the board member. The board member and the individual already exist as contacts in Salesforce.
How should the data be entered*?

A. Create the donation opportunity for the individual. Add the board member as a Soft Credit contact role for the donation. Create k^a relationship between the board member and the individual.
B. Create a relationship between the individual and the board member with a Related Opportunity Contact Role of Soft Credit. Create the donation opportunity for the individual.
C. Create a relationship between the individual and the board member. Create the donation opportunity for the individual. Add the
board member as a Soft Credit contact role to the donation.
D. Create a relationship between the individual and the board member. Create the donation opportunity for the individual. Enter a Partial Soft Credit for the board member.

Answer: C

Explanation:

Question: 118

A nonprofit needs a marketing automation tool. They want to segment and target supporters over time, based on the supporters' engagement and how they interact with the nonprofit's emails. The nonprofit needs to create emails using Lightning Email Templates.

Which marketing automation tool should a consultant recommend?

A. List Emails
B. Salesforce Flow
C. Email Studio
D. Pardot

Answer: D

Explanation:

https://www.salesforce.org/blog/how-nonprofits-can-use-pardot-for-moves-management/

Question: 119

A nonprofit has significant staff turnover and wants to ensure that the purpose of Salesforce field customization is clearly understood by system admins who are new to the nonprofit.
How should the consultant meet the requirement?

A. Run and view the Setup Audit Trail.
B. Complete all field descriptions.
C. Run the Schema Builder.
D. Create a field history report.

Answer: C

Explanation:

https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder

Question: 120

A volunteer manager at a nonprofit wants to search for volunteers with landscaping skills who are available at a given time and add them to a shift. The nonprofit is using Volunteers for Salesforce.
What should the consultant advise to meet this requirement?

A. Create a list view on Contacts showing Volunteer Skills and Volunteer Availability. Add a filter for landscaping skills and sort the
list to find volunteers who are available at the given time.
B. Click the the Volunteers Wizard and enter landscaping skills in the search box. Click search and filter the results by entering the desired Volunteer Availability. Select an available volunteer.
C. Click the Find Volunteers tab and fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs with the desired values. Click search and select an available volunteer.
D. Create a report with the report type of Contacts with Volunteer Hours and Volunteer Jobs. Filter the Jobs by landscaping and Volunteer Availability for the given time. Select an available volunteer.

Answer: C

Explanation:

Question: 121

A consultant is working on a data migration to NPSP that includes tens of millions of records across many objects. The migration needs to take place over a weekend to minimize system downtime.
What should the consultant recommend?

A. SOAP API
B. NPSP DataImport
C. Bulk API
D. Data Import Wizard

Answer: C

Explanation:

Question: 122

A nonprofit wants to record which services are provided to families. The nonprofit just installed the Program Management Module.
How should the consultant configure the Program Management Module?

A. Create a Program Engagement record and select each family's Household Account.
B. Create a Program Cohort record for each family and select the Program on the record.
C. Create a Program Cohort record for each family and select the cohort on the Program Engagement record.
D. Create a Program Engagement record and select the head of each family's household for the Contact.

Answer: A

Explanation:

Question: 123

A nonprofit using NPSP receives funding it uses to award grants to national and local arts organizations. The nonprofit wants to track the funds it receives and allocates.
What should a consultant recommend to the nonprofit-?

A. Configure NPSP Settings to track inbound and outbound funds.
B. Configure NPSP Settings grants management functionality.
C. Install the Program Management Module.
D. Install the Outbound Funds Module.

Answer: D

Explanation:

Question: 124

A nonprofit uses NPSP to manage its sustained giving program and plans to add Accounting Subledger.
Which configuration should the nonprofit review before the implementation?

A. Payment Allocations
B. Recurring Donations
C. NPSP Settings
D. Accounting Triggers

Answer: A

Explanation:

Question: 125

A nonprofit realizes that the target deployment date is concurrent with a Salesforce major seasonal release window.
Which two steps should the nonprofit take when finalizing the plan for the new feature in production?
Choose 2 answers

A. Verify the sandbox Is on the same release as production.
B. Log a Salesforce support case to change the version of the sandbox release.
C. Deploy a Change Set during the upgrade window for the production instance.
D. Review the sandbox preview instructions for the upcoming release.

Answer: A, C

Explanation:

Question: 126

1. A Salesforce admin changes an Engagement Plan Template as requested by the development team. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign.
Why is the development manager unable to see the Template changes?

A. The development manager requires additional permissions for the new Engagement Plan Template changes.

B. Changes to Engagement Plan Templates only affect new Engagement Plans.
C. Engagement Plan Template changes need to propagate through the platform.
D. Engagement Plan Template changes must be accepted by the user on the Template detail record first.

Answer: B

Explanation:

Question: 127

A nonprofit needs to frequently import membership renewal and donation dat
a. Each Import needs a different configuration that will update existing Contacts in addition to creating Opportunities.
Which tool should the consultant recommend?

A. NPSP Batch Data Import
B. Salesforce Data Loader
C. NPSP Data Importer
D. Salesforce Import Wizard

Answer: C

Explanation:

Question: 128

A consultant is implementing Salesforce for a nonprofit client who is inexperienced with Salesforce.
The staff wants to assign an NPSP fundraising training module.
Which training resource should the consultant recommend?

A. Trailblazer Community Dashboard
B. Salesforce Help and Training
C. Trail Tracker by Trailhead
D. AppExchange Report

Answer: C

Explanation:

Question: 129

A user creating Opportunities Wants information to appear on both the Opportunity record and the Payment record without having to enter it twice.
Which two steps should the consultant take to meet this requirement?
Choose 2 answers

A. Create custom fields on the Payment object.
B. Create lookup fields on the Payment object.
C. Create Payment Mappings in NPSP Settings.
D. Create custom automation on the Payment object.

Answer: A, C

Explanation:

Question: 130

The system administrator at a nonprofit wants to use Advanced Mapping for regular data imports of constituent and donation data.
What is an important consideration of Advanced Mapping?

A. The target fields can only be text, currency, number, date or address fields.
B. The target objects must be NPSP objects.
C. The target objects must directly relate to Accounts, Contacts, or Opportunities.
D. Checkbox fields are unavailable to map to as target fields.

Answer: B

Explanation:

(wrong),b(wrong), a(if d is wrong then a is also wrong),So Option C
https://help.salesforce.com/s/articleView?id=000358792&type=1

Question: 131

A nonprofit using NPSP wants to track fundraising, courses, and training participation in Salesforce. What should the consultant discuss with the nonprofit?

A. Add Program Management Module to track courses and training participation.
B. Add Volunteers for Salesforce to track courses and training participation.
C. Use Engagement Plans for donor engagement that includes courses and training participation.
D. Use Education Data Architecture to track fundraising, courses, and training participation.

Answer: D

Explanation:

Question: 132

A development director wants to compare year over year donation information on a weekly basis for the last five years in order to see giving trends via a bar chart. The director asks the consultant if reporting snapshots would work.
What should the consultant advise about the limitations of reporting snapshots?

A. Reporting snapshots can run on a monthly basis.
B. Reporting snapshots can display a line chart.
C. Reporting snapshots can show data for the past three years.
D. Reporting snapshots do NOT work retroactively.

Answer: D

Explanation:

https://sfdo-docs.s3-us-west-2.amazonaws.com/npsp_reports.pdf

Question: 133

A developer wrote a trigger on the Contact object.
What are two benefits of using Table-Driven Trigger Management (TDTM) the consultant should discuss with the developer?
Choose 2 answers

A. Review code coverage.
B. Control the order in which the code executes.
C. Identify code that is unused.
D. Disable specific pieces of code.

Answer: B, D

Explanation:

https://powerofus.force.com/s/article/NPSP-TDTM-Overview

Question: 134

A user at a nonprofit is trying to run a mailing list report on a campaign using the NPSP Household Mailing List button. They receive an error saying, "the data you are trying to access is unavailable." The button works as expected for the system administrator.
What should the consultant advise to troubleshoot the issue?

A. Check if the user has access to the Apex Class for Manage Households.
B. Check if the Campaign ID filter in the Campaign Household Mailing List report is unlocked.
C. Check if the user has the View Reports in Public Folders system permission.
D. Check if the user has access to Households via Role hierarchy.

Answer: B

Explanation:

Question: 135

A nonprofit plans to use the Program Management Module (PMM) to manage Its service delivery.
Case managers must be able to create and edit service delivery records.
How can the consultant change the configuration to meet this requirement?

A. Permission Sets
B. Sharing Rules
C. License Type
D. Role Hierarchy

Answer: A

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit- cloud/manage-nonprofit-programs-with-salesforce?trail_id=manage-programs-with-nonprofit-cloud

Question: 136

A system admin used NPSP Contact Merge and notices the number of household accounts has changed from 12,345 to 12,300 and is concerned that accounts have been lost.
What is the likely cause for the missing accounts?

A. The merge automatically creates Household Accounts.
B. The merge converts Household Accounts to Household custom object records.
C. The merge automatically deletes any empty Household Accounts without Contacts or Opportunities.
D. The merge combines Household Accounts with Contacts.

Answer: C

Explanation:

https://powerofus.force.com/s/article/NPSP-Merging-Contacts

Question: 137

The system administrator at a nonprofit encounters a 500 server error when trying to map additional objects and fields with Advanced Mapping.
What is likely causing the error?

A. A user modified or deleted a mapped field.
B. The administrator is trying to map to an object from a managed package.
C. The administrator is trying to map to an unsupported field type.
D. The target field has a validation rule in place.

Answer: A

Explanation:

Question: 138

A nonprofit provides after-school programs to historically underserved youth. The nonprofit wants to track each program and the status of youth enrolled in the program.
Which set of objects within the Program Management Module should a consultant use to track the programs and enrollments?

A. Programs and Attendance
B. Programs and Program Engagements
C. Programs and Contacts
D. Program Engagements and Program Cohorts

Answer: B

Explanation:

https://trailhead.salesforce.com/content/learn/modules/program-management-with-nonprofit- cloud/manage-nonprofit-programs-with-salesforce

Question: 139

A nonprofit wants to integrate its existing proprietary event management system with Salesforce. The nonprofit wants to automatically send event and attendee data from its external system and create Campaigns and Campaign Members in Salesforce on a daily basis.
What should the consultant recommend?

A. Use a middleware tool to integrate the external system with Salesforce.
B. Use NPSP Batch Data Import to schedule regular Imports from the external system.
C. Use Salesforce Connect to integrate the external system with Salesforce.
D. Use NPSP Data Importer Templates to import the necessary data.

Answer: C

Explanation:

https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2021-01-10.q37/a- nonprofit-organization-wants-to-integrate-its-event-management-system-and-salesforce-the- organization

Question: 140

A consultant using CumulusCI has customized a nonprofit's org and wants them to validate these changes with the latest release of NPSP which will be pushed to production one week later.
What are two ways the consultant can deploy this for the nonprofit after the release is announced? Choose 2 answers

A. Test customizations in an updated sandbox.
B. Compare the customizations to the NPSP roadmap and create a new trial org.
C. Install NPSP and test the customizations in a new Developer Edition org.
D. Configure a scratch org with NPSP dependency and test customizations.

Answer: A, C

Explanation:

Question: 141

A nonprofit processed a donation, and then the donor asked the nonprofit to also credit their spouse on that gift.
Assuming standard NP5P configuration, what should a consultant recommend to satisfy this request?

A. Create an Opportunity Contact Role for the spouse and mark it as primary.
B. Create an Opportunity Contact Role for the spouse and set the role to Soft Credit.
C. Clone the Opportunity and set the primary contact to the spouse.
D. Enable Automatic Soft Credit for household members in NPSP settings.

Answer: D

Explanation:

https://powerofus.force.com/s/article/NPSP-Configure-Automated-Soft-Credits#ariaid-title6

Question: 142

A nonprofit wants to load 10 years of historical fundraising data from the legacy system. While attempting to load the data, an Apex CPU Time Limit Exceeded error message appears and many records fail to load.
How should the consultant change the configuration to complete the data load successfully?

A. On the Trigger Handlers tab, uncheck the Active checkbox on all Trigger Handlers.
B. On the NPSP Settings tab, under the Batch Processing Settings page, decrease the GAU Batch Size.
C. On the NPSP Settings tab, decrease the batch size for NPSP rollups.
D. On the Trigger Handlers tab, add the consultant's username to the Usernames to Exclude field.

Answer: A

Explanation:

https://powerofus.force.com/s/article/NPSP-Configure-Data-Importer-Options

Question: 143

A donor has committed to give a consistent amount every month. The nonprofit wants to update the schedule to reflect one-time adjustments to this amount.
What should the consultant recommend to record the regular donations correctly7

A. Implement Enhanced Recurring Donations.
B. Create scheduled Payments.
C. Create a process using Process Builder.
D. Clone Opportunities with Payments.

Answer: A

Explanation:

Question: 144

A nonprofit hired a consultant to restart a stalled implementation. The nonprofit identified needs by documenting its Salesforce vision and pain points, and by defining specific goals with user stories.
What are two components of a user story the nonprofit should consider?
Choose 2 answers

A. Align each story to the implementation vision.
B. Associate an epic to each story.

C. Assign a priority to each story.
D. Include configuration instructions on each story.

Answer: A, C

Explanation:

Question: 145

A nonprofit has high staff turnover in several key roles that use Salesforce. The nonprofit needs to improve training and adoption of Salesforce to maximize the value of its investment.
Which two standard Salesforce tools can quickly help new staff use Salesforce with only a Sales or Service Cloud license?
Choose 2 answers

A. Einstein Bots
B. In-App Guidance
C. Path
D. myTrailhead

Answer: B, D

Explanation:

Question: 146

The development director at a nonprofit needs to track grant lifecycles using NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments.
How should the consultant model payments, applications, reporting deadlines, and actions in NPSP for the grant seeking institution?

A)

Payments = Opportunities with Deliverables
Applications = Activities
Reporting deadlines = Opportunities with Deliverables
Actions - Activities

B)

Payments - Opportunities with Payments
Applications ■ Deliverables
Reporting deadlines - Deliverables
Actions = Activities

C)

Payments - Opportunities with Payments
Applications = Activities
Reporting deadlines = Activities
Actions - Activities

D)

Payments = Recurring Donations with Opportunities
Applications - Deliverables
Reporting deadlines - Deliverables
Actions - Activities

A. Option A
B. Option B
C. Option C
D. Option D

Answer: B

Explanation:

https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2020-09-19.q37/the- development-director-at-a-nonprofit-needs-to-track-grant-lifecycles-using-the-npsp-including- assignin

Question: 147

A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.

What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users'?

A. View Ail Contact object permission
B. View All Data system permission
C. Manage Encryptiorvieys system permission
D. View Encrypted Data system permission

Answer: C

Explanation:

https://trailhead.salesforce.com/content/learn/modules/spe_admins/spe_admins_set_up

Question: 148

A nonprofit wants to use Customizable Rollups in its NPSP org.
What should the consultant advise1?

A. After Customizable Rollups are enabled, it is irreversible.
B. Advanced Currency Management is unsupported by Customizable Rollups.
C. Existing User Defined Rollups need to be re-created as Customizable Rollups.
D. Customizable Rollups can only be used in orgs using the Household Account model.

Answer: D

Explanation:
https://powerofus.force.com/s/article/NPSP-Enable-Cust-Rollups

Question: 149

A nonprofit wants to use Salesforce technology to train and test its employees on skills related to brand messaging, creating support cases for IT, and publishing online videos.
Which solution should the consultant recommend?

A. Custom Help pages
B. Prompts for In-App Guidance
C. myTrailhead

D. Knowledge

Answer: D

Explanation:

Question: 150

A data administrator at a small nonprofit has 3 profile that allows them to Read, Create, Edit, and Delete on all objects. The staff member receives an error when attempting to merge three duplicate contacts.
What should the consultant recommend to resolve this issue?

A. Tell the staff member to select only two instead of three contacts when using Contact Merge.
B. Make the staff member a system admin.
C. Create a Permission Set with Modify All on Contacts and Accounts and assign it to the staff member.
D. Tell the staff member to merge Contacts from the View Duplicates component.

Answer: C

Explanation:

https://powerofus.force.com/s/article/NPSP-Merging-Contacts

Question: 151

A nonprofit wants to manage a new program In Salesforce.
What should the consultant recommend as the first step before embarking on a new implementation project?

A. Set up an implementation timeline and delivery plan.
B. Identify the challenges the nonprofit is currently experiencing.
C. Review data in a .csv file and begin mapping to existing fields.
D. Audit existing standard and custom objects and fields.

Answer: B

Explanation:

Question: 152

An annual fund coordinator wants to create a report that identifies which Individual donors have yet to make a gift toward the Annual Fund Campaign this year. It is important that the annual giving coordinator avoids soliciting any individuals who are attending an upcoming gal a. The nonprofit uses Campaigns to track event attendance.
What should a consultant add to the report to exclude gala attendees?
A. Cross filter
B. Summary formula
C. Bucket field
D. Filter logic

Answer: A

Explanation:

Question: 153

A nonprofit is loading 5 million donation history records into Salesforce from a payment processing system.
What should the consultant do to ensure the data load Is successful?

A. Create an Apex Test Class.
B. Temporarily disable TDTM Trigger Handlers.
C. Disable Data Validation Rules.
D. Deploy a Custom Apex Class with TDTM.

Answer: B

Explanation:

Question: 154

An admin at a nonprofit using NPSP finds that the donation totals on a handful of donor's records are not showing the right totals.
How should the consultant troubleshoot this?

A. Check if the correct Operation is chosen
B. Verify Opportunity Primary Contact
C. Check if the correct target custom field is chosen
D. Verify Customizable Rollups is enabled

Answer: B

Explanation:
https://powerofus.force.com/s/article/NPSP-Troubleshooting#ariaid-title2

Question: 155

A system admin encounters an error at run time that a record update failed when a Customizable Rollup ran.
Which attribute would cause an error?

A. The object from which the record is derived is a custom object.
B. The target field is on the correct object.
C. The object from which the record is derived is an NPSP object.
D. The target field has an active validation rule.

Answer: D

Explanation:

Question: 156

A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import too\.
What should the consultant consider when setting up this process for the nonprofit?
Choose 2 answers

A. NPSP Data Import will automatically create the Campaign Member with the default Member Status.
B. Respect Duplicate Matching Rules' should be checked in NPSP Settings.
C. NPSP Data Import Dry Run will validate Campaign Member Status.
D. Existing Campaigns are matched by exact Name.

Answer: B, D

Explanation:

Question: 157

A gift officer is entering donations and wants to track that the donor responded to the most recent direct mail campaign. Which feature should the consultant configure to record the donor's campaign response?

A. Custonwable Rollups
B. Automatic Campaign Member Management
C. Sales Process
D. Customizable Campaign Influence

Answer: B

Explanation:
https://trailhead.salesforce.com/en/content/learn/modules/campaign-management-with-nonprofit- success-pack/manage-campaign-responses

Question: 158

A human services nonprofit needs to track client goals and action items related to those goals. The nonprofit is unsure whether Program Management Module alone will meet Its requirements. The nonprofit is considering whether to implement Nonprofit Cloud Case Management.
What should the consultant discuss with the nonprofit?

A. Program Management Module has custom objects for calendars and activities.
B. Program Management Module can track Case Plans and Action Items.
C. Case Management has a custom object for tracking goals.
D. Case Management requires Experience Cloud licenses.

Answer: C

Explanation:

check the entity relationship diagram

Question: 159

A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring Donations. What are two considerations the nonprofit should take into account before making the switch?
Choose 2 answers

A. Enhanced Recurring Donations introduces a new custom object.

B. An ETL tool is required to revert to Legacy Recurring Donations.
C. All existing integrations should be reviewed for compatibility.
D. Reverting to Legacy Recurring Donations is unsupported.

Answer: B, C

Explanation:

https://sfdo-docs.s3-us-west-2.amazonaws.com/npsp_rd_upgrade_guide.pdf

Question: 160

A nonprofit needs to track key information for grants it applies for and receives, such as deadline dates, activity completion dates, and descriptions. In addition, the nonprofit wants to track actions completed and view the next deadline date on the Opportunity. Which feature should the consultant recommend?

A. Engagement Plans
B. Cases
C. Deliverables
D. Tasks and Events

Answer: C

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/nonprofit-success-pack-administration- basics/understand-the-npsp-data-model

Question: 161

An employee has been terminated at a nonprofit. The nonprofit's system admin immediately disabled the former employee as a Salesforce user but is concerned the employee may have exported exposed login credentials to multiple external systems before departing.
Which feature should the consultant recommend to protect this data In the future?

A. Organization-wide Defaults
B. Individual Object
C. Shield Platform Encryption
D. Named Credentials

Answer: C

Explanation:

Question: 162

A system admin is trying to figure whether the nonprofit's internal release schedule conflicts with either Salesforce.com or Salesforce.org major releases.
What are two facts about Salesforce.org major releases the consultant could share with the admin?
Choose 2 answers

A. The Salesforce.org release schedule can be found on the SFDO Major Release Announcements group.
B. Salesforce.org major releases follow the same schedule as Salesforce.com releases.
C. The Salesforce.org release schedule can be found on the Salesforce Trust website.
D. Salesforce.org major releases arrive approximately one month after Salesforce.com releases.

Answer: C

Explanation:

Question: 163

A large nonprofit has chapters in multiple locations that want to operate under one central brand. The nonprofit wants the ability to customize user roles, processes, and messaging unique to each location.
Which two Salesforce tools include the ability to segment data and functionality using business units?
Choose 2 answers

A. Datorama
B. Marketing Cloud
C. Pardot
D. Digital Engagement

Answer: A, B

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/audience-segmentation/learn-about- segmentation-tools

Question: 164

A consultant has is encountering an issue when configuring Nonprofit Cloud Case Management and wants to know if it is a documented issue.
Where should the consultant look first to confirm if it is a known product issue?

A. Salesforce Trust Site
B. AppExchange
C. Trailblazer Community
D. Salesforce Help

Answer: B

Explanation:

Question: 165

A nonprofit is implementing Salesforce for program management. The nonprofit wants to measure user adoption after go-live.
What are two metrics the nonprofit can use to measure user adoption'
Choose 2 answers

A. Number of Opportunity records created in the last 30 days
B. Number of Account and Contact records created in the last 30 days

C. Percentage of staff logging in on a weekly basis
D. Percentage of Leads converted on a weekly basis

Answer: B, D

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/user-adoption-metrics/measure- salesforce-usage

Question: 166

The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation. The development director wants a report to show who the solicitor is for each donor.
Which report type does the system admin need to use to create the requested report?

A. Contacts with Relationships
B. Opportunities with Contact Roles
C. Opportunities with Partial Soft Credits and Contacts
D. Accounts with Contact Roles and Household

Answer: B

Explanation:

Question: 167

A nonprofit considers risk mitigation to be vital to the success of its implementation project.
What are three elements impacted by change that cause risk?

A. People, processes, cost
B. Time, governance, people
C. Quality, processes, time
D. Cost, quality, time

Answer: D

Explanation:

https://trailhead.salesforce.com/content/learn/modules/project-risk-management-for- partners/identify-assess-address-risk

Question: 168

A large nonprofit is a social enterprise that functions like a for-profit corporation. The funding the nonprofit tracks in Salesforce only comes from corporations. The nonprofit needs to manage Leads and track its Opportunity pipeline.
Which account model should the consultant recommend'

A. Standard Account Model without NPSP
B. Individual Account Model in N9SP
C. Person Account Model without NPSP
D. One-to-One Account Model in NPSP

Answer: A

Explanation:

Question: 169

A nonprofit using NPSP has just implemented the Program Management Module. The nonprofit

wants to migrate its client and program data.
Which two steps should the consultant use to import and deduplicate the data against existing records?
Choose 2 answers

A. Upload the program data using the NfSP Data Importer.
B. Upload the client data using the Data Import Wizard.
C. Upload the client information using the NPSP Data Importer.
D. Upload the program data using the Data Import Wizard.

Answer: C, D

Explanation:

https://powerofus.force.com/s/article/NPSP-BP-Getting-Started-Program-Management#week4

Question: 170

A nonprofit created a custom Opportunity Name for all In-kind gifts.
Which two considerations should the consultant discuss with the nonprofit?
Choose 2 answers

A. The nonprofit should change existing Opportunities to the new naming convention by running the Refresh All Opportunity Names utility.
B. The Opportunity Name Format will only be applied to new Opportunities of the matching record type,
C. The nonprofit should change existing Opportunities to the new naming convention through an upsert.
D. Click the Refresh Name button on one Opportunity record to update all relevant Opportunities.

Answer: C, D

Explanation:

https://powerofus.force.com/s/article/NPSP-Customize-Opportunity-Names#refreshsingle

Question: 171

A nonprofit has implemented Program Management Module to satisfy the reporting requirements of a new grant. The funder expects to see a report that segmen&s services according to location.
Which object will allow the nonprofit to satisfy the reporting requirements?

A. Program
B. Service
C. Program Engagement

D. Program Cohort

Answer: D

Explanation:
https://powerofus.force.com/s/article/PMM-Overview
https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit- cloud/manage-nonprofit-programs-with-salesforce?trail_id=manage-programs-with-nonprofit-cloud

Question: 172

A nonprofit offers courses that grant teachers credit toward maintaining their teaching certification. Teachers can enroll in an annual cohort to complete the course modules together. The nonprofit needs to track the courses each teacher completes and the credits awarded to them.
Which solution should a consultant recommend?

A. Self-Service Portal
B. Program Management Module
C. Engagement Plans
D. Service Cloud

Answer: A

Explanation:

https://www.salesforce.com/products/service-cloud/self-service-portal/

Question: 173

What does a consultant need to enable and deploy before using Advanced Mapping in NPSP?

A. Delegated Administration
B. My Domain
C. Custom triggers
D. Customizable Rollups

Answer: B

Explanation:

https://www.craftsmantech.com/2019/11/14/npsp-data-import-advanced-mapping/

Question: 174

The requirements for a Salesforce implementation have been gathered, but there are teams with competing priorities and the overall project goals are undefined.
What are two reasons a project team must define goals?
Choose 2 answers

A. Goals guarantee executive engagement.
B. Goals provide a way to measure and prove results.
C. Goals define a clear purpose for the project.

D. Goals catalog all of the teams' pain points.

Answer: C, D

Explanation:

Question: 175

When a system admin for a nonprofit times to import data into the NPSP Data Import Object, the error message: "The matching field you chose (Record ID) is not mapped and is required for an Update and Insert operation" appears.
What are two actions the system admin can take to resolve the error?
Choose 2 answers

A. Select the appropriate Record ID in the Salesforce Data Import Wizard.
B. Select "Insert" if the admin is using the Salesforce Data Loader.
C. Select "Upsert" if the admin is using the Salesforce Data Loader.
D. Select --None-- for all matching fields if the admin is using the Salesforce Data Import Wizard.

Answer: A

Explanation:

https://developer.salesforce.com/forums/?id=9060G000000I7sYQAS ,and "D".(https://powerofus.force.com/s/article/NPSP-Troubleshooting)

Question: 176

A nonprofit wants a report that shows Opportunity and General Accounting Unit (GAU) custom field data for gifts to the "General Fund' GAU. The nonprofit wants to add filters so only the gifts connected to the 'Annual Campaign' are shown.
Which report should the consultant implement?

A. GAU Allocations with Opportunity report type and filter on the Opportunity object for the Primary Campaign Source = 'Annual Campaign' and filter on the GAU Allocation object for General Accounting Unit = 'General Fund'
B. Opportunity report type with cross filter for Opportunities with GAU Allocations with filter on the cross filter for Campaign = 'Annual Campaign' and General Accounting Unit = 'General Fund'
C. Opportunity report type with cross filter for Opportunities with GAU Allocations and filter on Opportunity object for the Primary Campaign Source = 'Annual Campaign' and on the GAU Allocations object for General Accounting Unit » 'General Fund'
D. GAU Allocations with Opportunity report type and filter on the GAU Allocation object for Campaign = 'Annual Campaign" and General Accounting Unit = 'General Fund'

Answer: D

Explanation:

Question: 177

A nonprofit using NPSP performs m-person case management for new and existing clients in the field. When case managers return to the office, they need to enter over 100 contacts from a

spreadsheet, and then create a Case for each.
What should the consultant recommend to meet the requirement?

A. Use Data Import Wizard to insert Contacts and related Cases.

B. Configure NPSP Data Importer to upsert Contacts with related Cases.
C. Install Case Management to upsert Contacts and relate them to Cases.
D. Create a web-to-case form that case managers will use to record the contact details.

Answer: A

Explanation:

Question: 178

A nonprofit is looking for an integrated tool that manages more than one channel for personalized journeys, triggers messages automatically to create stronger relationships, and links communications to donations it has received.
Which solution should the consultant recommend?

A. PSP and Experience Cloud
B. NPSP and Pardot
C. NPSP and Marketing Cloud
D. NPSP and Social Studio

Answer: C

Explanation:

https://www.salesforce.com/products/marketing-cloud/faq/

Question: 179

How should a consultant install NPSP in an existing Salesforce org?

A. Install from the NPSP Installer page.
B. Install using the NPSP Conversion Utility tool.
C. Install each NPSP component from the AppExchange.
D. Install each NPSP component from the Trailblazer Community.

Answer: A

Explanation:

https://powerofus.force.com/s/article/NPSP-Install

Question: 180

A member of the donation processing team wants to set up different batch data input configurations for different donation types.

Which feature should the consultant recommend to make processing different donation batches consistent?

A. Gift Entry Templates
B. Advanced Mapping
C. Data Import Wizard
D. Engagement Plan Templates

Answer: A

Explanation:

https://powerofus.force.com/s/article/NPSP-Configure-Gift-Entry

Question: 181

A nonprofit receives many tribute gifts and wants to ensure that the person being honored by the gift consistently receives the proper soft credit.
How should the consultant advise them to configure this in NPSP?

A. Set up Automatic Opportunity Contact Roles and enter Honoree for Honoree Opportunity Contact Role.
B. In the New Donation entry screen populate the Honoree lookup field.
C. Set the Contact Role for individual Opportunities to Honoree.
D. Enable Advanced Mapping and map the Honoree to Honoree Opportunity Contact Role.

Answer: A

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/opportunity-settings-in-nonprofit- success-pack/set-up-soft-credits-npsp
https://trailhead.salesforce.com/en/content/learn/modules/donation-soft-credit-management- with-nonprofit-success-pack/create-and-manage-soft-credits
Need to read about Honoree and Soft credit in detail

Question: 182

A multinational nonprofit wants all Apex error messages to be sent to a specific system admin.
How should the consultant configure NPSP to send error notifications only to this admin?

A. Set the specific admin as the user to receive error notifications on the NPSP Settings tab under System Tools > Error Notifications.
B. Uncheck the Send Apex Warning Emails checkbox on all admins except for the specific admin.
C. Set all users except the specific admin as disabled for receiving error notifications on the NPSP Settings tab under System Tools > Error Notifications.
D. Change the profile for all users except the specific admin to something different than system admin.

Answer: B

Explanation:

https://trailhead.salesforce.com/en/trailblazer-community/feed/0D54S00000A8JkQSAV

Question: 183

A nonprofit is moving from a legacy donor management system to NPSP. The nonprofit wants to retain the legacy system's 150 donation appeal source codes as historical data.
What should the consultant recommend?

A. Create a custom object "Legacy Source Code" and map a lookup field on Contacts and Opportunities when importing donations.
B. Create a custom text field "Legacy Source Code" on Contact and Opportunity to store the legacy system's source codes.
C. Insert a Campaign for each Legacy Source code and, when importing Contacts and Opportunities, relate them to the Campaign.
D. Add each legacy source code to the Lead Source picklist and set the code when inserting Contacts and Opportunities.

Answer: B

Explanation:

https://www.plative.com/preparing-for-salesforce-data-migration-with-nonprofit-success-pack/

Question: 184

A nonprofit sends direct mail appeals via a third-party mail house. The nonprofit pulls a report from NPSP to send to the mail house with address information for each constituent who should receive an appeal. Some constituents prefer to receive mail at an address other than their primary household address.
How should a consultant access a list of those who do not reside at their household mailing address?

A. Create a custom report type for Addresses and a filter for Address Override = True.
B. Create a Contacts and Accountsreport and add a filter for Address Override = True.
C. Create a Contacts and Accountsreport and add a filter for Primary Address Type - Other.
D. Create a Campaign and run the Household Mailing List report.

Answer: B

Explanation:

https://powerofus.force.com/s/article/NPSP-Override-the-Default-Address-for-a-Contact

Question: 185

A nonprofit wants to migrate millions of Contact records from a legacy system. Most records fail to

import with the following error: "npsp.TDTM_Address: System.LimitException: Apex CPU time limit exceeded".
Which three actions could a consultant take to successfully import this data?
Choose 3 answers

A. Enable "Simple Address Change Treated as Update' in Address Settings.
B. Check 'User Managed' on the Address TDTM record.
C. Disable all automation and load the Address object separately.
D. Disable 'ADDR_Addresses_TDTM' Handler in Trigger Configuration.
E. Reduce the batch size significantly when addresses are included.

Answer: A, D, E

Explanation:

https://dataloader.zendesk.com/hc/en-us/articles/360060751213-System-LimitException-Apex-CPU- time-limit-exceeded

C) https://www.salesforceben.com/what-is-apex-cpu-time-limit-exceeded-how-do-you-solve-it/
https://www.salesforceben.com/what-is-apex-cpu-time-limit-exceeded-how-do-you-solve-it/

Question: 186

A nonprofit conducts background checks on all prospective volunteers. Only the volunteer manager and executive director should be able to access the fields related to background checks on the Contact object.
How should the consultant configure the security settings?

A. Create a Role for the volunteer manager under the executive director's Role and grant read, write access to those fields in the volunteer manager's role.
B. Assign the volunteer manager and executive director to a Public Group and grant the Public Group access to those fields.
C. Create a Sharing Rule that grants the volunteer manager and executive director access to the background check fields.
D. Create a Permission Set that grants access to those fields and assign it to the volunteer manager and executive director.

Answer: A

Explanation:

Question: 187

A consultant is planning to use Accounting Subledger and migrate 20 years of donation data into NPSP for a nonprofit that receives more than 200,000 donations each year.
Which two features should the consultant consider implementing to improve search performance?
Choose 2 answers

A. Salesforce Object Search Language (SOSL)
B. Skinny Tables
C. Custom Index
D. Salesforce Optimizer

Answer: B, C

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/search_solution_basics/search_solution__basics_optimizing

Question: 188

A nonprofit is migrating from a legacy donor management database. The database has donor contact information, donation history, and payment information.
How should the consultant load the data from the database using a single file to create the related records?

A. Data Loader
B. Data Import Wizard
C. NPSP Data Importer
D. Workbench

Answer: C

Explanation:

https://sites.google.com/a/cloud4good.com/salesforce-glossary/home/npsp-user-manual/chapter- 4-entering-data/npsp-data-importer-tool

Question: 189

The admin at a nonprofit wants to delegate authority to two specific users to process gift entries.
Which three permissions should the consultant add to a permission set so the users can perform this work with only the necessary level of access?
Choose 3 answers

A. Grant the View All Data permission.
B. Grant visibility to the Gift Entry tab.
C. Grant create, edit and delete access to all required objects and fields.
D. Grant create and edit access to all required objects and fields.
E. Grant access to BDI_BatchOvemde and BDI_Datalmport Visualforce pages.

Answer: B, D, E

Explanation:

Question: 190

A nonprofit has engaged a consultant to help export detailed accounting transactions to its existing

external financial system using Accounting Subledger. The nonprofit requires export of all pledges when they are booked.
Which solution should the consultant recommend?

A. Upgrade Accounting Subledger from Starter Edition to Growth Edition.
B. Set "Pledged" stage to "Committed" in Stage to State Mapping.
C. Set "Pledged" stage to "Finalized" m Stage to State Mapping.
D. Use Process Builder to create Ledger Entries on Opportunity update.

Answer: B

Explanation:

https://powerofus.force.com/s/article/ASL-Automate-Stage-to-State-Mappings

Question: 191

A nonprofit is rolling out a new implementation of Salesforce and NPSP containing custom code. The project go-live date is a few days before a Salesforce release. The project team has proposed developing in a sandbox on a preview instance to review new features and then deploy to production prior to the release date.
Which important consideration should the consultant discuss with the project team?

A. The API version in the preview sandbox differs from Production.
B. A support case is required to request a preview sandbox.
C. A preview sandbox has limited metadata storage.
D. A preview sandbox is only available in the Unlimited Edition.

Answer: A

Explanation:

Question: 192

A consultant is training a system admin to prepare for a new release of a particular open source Nonprofit Cloud product.
Where are two places the system admin should look for release notes on the product?
Choose 2 answers

A. The Nonprofit Hub group in the Trailblazer Community.
B. The Salesforce Trust website.
C. The product's GitHub repository release page.
D. The Nonprofit Cloud release announcement group in the Trailblazer Community.

Answer: C, D

Explanation:

Question: 193

A development associate receives a corporate matching gift and failed to indicate the original donation was supposed to be matched.
Which solution should the consultant recommend?

A. Select Find Matched Gifts and click on the Find More Gifts button.
B. Create a Lightning quick action to find the matching gift.
C. Select Manage Soft Credits and change the Contact Role to Matched Donor.
D. Create a lookup field on the Opportunity object for matched gift donor.

Answer: A

Explanation:

Question: 194

A nonprofit has asked a consultant to configure Lightning Record Pages to optimize the user interface.
Which two resources should the consultant use to ensure the nonprofit staff are up to date on the latest Salesforce platform features and best practices?
Choose 2 answers

A. Salesforce Known Issues
B. Trailhead
C. Power of Us Hub
D. Salesforce Help

Answer: B, C

Explanation:

Question: 195

A nonprofit has its organization-wide sharing settings for all objects set to Private and is using Program Management Module to track Service Deliveries. A subset of Service Delivery records should be visible to selected staff.
How should a consultant meet this requirement?

A. Create and assign a new profile.
B. Update default sharing to Public Read/Write.
C. Create a criteria-based sharing rule.
D. Update the assigned Permission Set.

Answer: C

Explanation:

Question: 196

A nonprofit has hired a consultant to help implement a Salesforce marketing automation solution. Which question should a consultant ask the nonprofit first?

A. How is marketing data maintained and is it currently clean and accurate?
B. Will departments be sharing the same marketing data?
C. What are the overall marketing objectives and strategy?
D. How much visibility does the nonprofit need into the lifecycle of its marketing leads?

Answer: C

Explanation:

Question: 197

A nonprofit needs to load approximately 3 million records into Salesforce. Which API will load the data in the most efficient manner?

A. Bulk API
B. SOAP API
C. REST API
D. Streaming API

Answer: A

Explanation:

Question: 198

A nonprofit wants a report of all memberships that will expire in exactly 30 days.
How should a consultant filter a report on Membership End Date?

A. Membership End Date is equal to NEXT 30 DAYS.
B. Membership End Date is equal to or less than NEXT 30 DAYS.
C. Membership End Date is equal to or greater than NEXT 30 DAYS.
D. Membership End Date equals NEXT 30 DAYS and does not equal NEXT 29 DAYS.

Answer: D

Explanation:

Question: 199

A nonprofit wants to make a substantial technology shift that will affect multiple teams and departments.
Which two initial steps should a consultant discuss with the nonprofit?
Choose 2 answers

A. Form a powerful guiding coalition.

B. Summarize final technology implementation steps.
C. Deploy features to meet departmental requirements.
D. Establish a sense of urgency.

Answer: C, D

Explanation:

Question: 200

A community foundation administers a scholarship fund that awards multiple scholarships a year. The foundation wants to use Nonprofit Cloud to track and review applications and record the scholarship recipients, award amounts, and dates.
What should a consultant recommend to meet the requirement?

A. Use the Grant Opportunity Record Type and the Primary Contact field for the recipient in NPSP.
B. Set up the Outbound Funds Module and connect the Funding Request to Contacts for the recipient.
C. Set up the Program Management Module and use Program Cohort with Program Engagement for the recipient.
D. Create an Opportunity Record Type for Scholarships and Primary Contact field for the recipient in NPSP.

Answer: B

Explanation:

Question: 201

A consultant is migrating historic donation records into a nonprofit's Salesforce org. Many of these donations were paid in multiple installments.
What should the consultant do to correctly match the Payments to the Opportunities?

A. Set the Stage field to "Closed Lost".
B. Delete the automatically created payments.
C. heck the Do Not Automatically Create Payment field.
D. Change the Opportunity record type to an excluded value.

Answer: C

Explanation:

Question: 202

Which Salesforce resource should an admin use to search for nonprofit user groups in a particular region or state?

A. AppExchange

B. Trailhead
C. Trailblazer Community
D. Salesforce Help

Answer: C

Explanation:

Question: 203

A nonprofit needs to clean up large amounts of Contact address data from its street canvassing and telemarketing operations on a monthly basis.
What should the consultant use to standardize addresses in NPSP?

A. Batch Data Import
B. Address Verification C. NPSP Data Importer D. Seasonal Addresses

Answer: B

Explanation:

(https://powerofus.force.com/s/article/NPSP-Configure-Addresses#topic-2559)

Question: 204

A nonprofit admin notices that case managers are failing to gather required information when qualifying new beneficiaries for its programs.
Which Salesforce automation tool should the nonprofit use to collect the correct data?

A. Workflow
B. Approval Process
C. Process Builder
D. Salesforce Flow

Answer: D

Explanation:

Question: 205

A nonprofit using Case Management wants to avoid visually identifying a subset of clients. How should a consultant configure the view of Contact records to meet the requirement?

A. Remove Client Photo Component from the Lightning Record Page.
B. Set Component Visibility for the Client Card Component.
C. Remove Client Card Component from the Lightning Record Page.

D. Set Component Visibility for the Client Photo Component.

Answer: D

Explanation:

Question: 206

A user has reported an error when trying to merge two contacts using NPSP Contact Merge tab.
Which two issues are the likely cause of the problem?
Choose 2 answers

A. A unique external Id was kept from the non-master contact.
B. The contacts must be in the same household to merge.
C. The user needs to have delete access to the contacts being merged.
D. The NPSP Duplicate Rule was set to Warn instead of auto-merge.

Answer: A, C

Explanation:

(https://trailhead.salesforce.com/en/content/learn/modules/contact-and-account-settings-in- nonprofit-success-pack/merge-duplicate-contacts-and-accounts-npsp)

Question: 207

A nonprofit fundraiser notices that some of the NPSP calculated donation summary fields on the Contact and Account records are displaying incorrect values when compared to the donations recorded for each donor.
What are three items the consultant should review to troubleshoot the issue?
Choose 3 answers

A. Customizable Rollups
B. Opportunity Stages
C. NPSP Health Check
D. Salesforce Optimizer report
E. Campaign Hierarchy

Answer: A, B, E

Explanation:

Question: 208

A nonprofit wants to send monthly project updates to donors who have given 10 or more times. The nonprofit wants to add new

donors who meet this criteria to the newsletter campaign.
How should a consultant ensure the campaign stays current?

A. 1. Create a list view of Opportunities and filter the list by Total Number of Gifts. 2. Run the list view each month and click the Add to Campaign button.
B. 1. Add standard roll-up fields to the Contact record to calculate total number of gifts.
2. Run the report each month filtered by this roll-up and click the Add to Campaign button.
C. 1. Create a Contact report and filter by Total Number of Gifts.
2. Run the report each month and click the Add to Campaign button.
D. 1. Create a Report of Opportunities, grouped by Primary Contact, and add a filter to exclude donors who fail to meet the criteria. 2. Run the report each month and click the Add to Campaign button.

Answer: D

Explanation:

Question: 209

A nationally federated nonprofit is implementing a single Salesforce org to provide shared fundraising services to its four regional affiliates. Each affiliate and the national nonprofit must see only its own donor data.
Which Salesforce feature would enable this level of record access?

A. Divisions
B. Record Types
C. Role Hierarchy
D. Criteria-based sharing

Answer: A

Explanation:

(Role hierarchy)
https://trailhead.salesforce.com/en/content/learn/modules/data_security/data_security_records Role hierarchies ensure managers have access to the same records as their subordinates. Each role in the hierarchy represents a level of data access that a user or group of users needs.

Question: 210

A consultant is helping a nonprofit diagnose and address some issues they have with NPSP. The consultant sees the customer i$ hitting governor limit errors on a particular job.
Which action should the consultant take to resolve the issue?

A. Schedule that job to run more frequently.
B. Decrease the batch size for that job.
C. Reschedule that nightly job.
D. Increase the batch size for that job.

Answer: B

Explanation:

Question: 211

The admin at a nonprofit is implementing Salesforce Shield in its org to enable field platform encryption.
What are three NPSP considerations when implementing Shield Platform Encryption? Choose 3 answers

A. The NPSP Data Import object supports encryption of all fields in the import batch.
B. If the Role Name field is encrypted on the NPSP Partial Soft Credit object, the nightly Soft Credit rollups fail.
C. The NPSP MergeContacts list button on Contact list views will fail if the Contact Name is encrypted.
D. Fields on the NPSP Address object can be encrypted, but encryption is unavailable for address fields on the Account and Contact object.
E. NPSP Data Import is unable to perform Custom Unique Id matching on Accounts and Contacts with an encrypted field.

Answer: B, C, E

Explanation:

Question: 212

A nonprofit trade association sells research papers, certifications, and other products online to its existing members who are primarily universities and companies.
What should a consultant recommend to sell these items?

A. Salesforce Experience Cloud
B. Salesforce B2B Commerce
C. Salesforce B2C Commerce
D. Salesforce Billing

Answer: B

Explanation:

Question: 213

A nonprofit wants to segment its constituents based on their donations from the prior fiscal year. The nonprofit wants to include only onetime gifts it received.
Which NPSP feature should the consultant use to meet this requirement?

A. Advanced Mapping
B. Levels
C. Customizable Rollups
D. Engagement Plans

Answer: B

Explanation:

Question: 214

The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email. The nonprofit is using NPSP.

Which custom report type should the consultant use to create the report?

A. Program Engagements with or without Household Account
B. Service Participants with or without Program Engagement
C. Contacts with or without Relationships
D. Contacts with or without Service Participants

Answer: A

Explanation:

https://trailhead.salesforce.com/trailblazer-community/feed/0D54S00000A7atiSAB

Question: 215

A nonprofit wants its supporters to send advocacy messages to elected officials and then record which supporters sent the messages.
Which two solutions should the consultant recommend to meet the requirement?
Choose 2 answers

A. Organize advocacy messages into Campaigns and add the Contacts who take action as Campaign Members.
B. Configure Marketing Cloud to send advocacy messages from the supporters.
C. Use an online advocacy platform from the AppExchange that syncs to Salesforce.
D. Set a new NPSP Engagement Level on a Contact every time a Contact sends an advocacy message.

Answer: A, B

Explanation:

Question: 216

A consultant has installed NPSP and is setting up Relationships using List Settings. The nonprofit wants the reciprocal relationship to be selected automatically based on gender.
On which object should the consultant create the custom "Gender" field?

A. Affiliation
B. Relationship
C. Contact
D. Account

Answer: B

Explanation:

https://powerofus.force.com/s/article/NPSP-Manage-Relationships-Settings

Question: 217

A nonprofit receives a check that includes donations from several donors for a specific program the nonprofit runs.
Which two features should a consultant configure to track this gift?
Choose 2 answers

A. GAU Allocations
B. Recurring Donations
C. Partial Soft Credits
D. Multiple Payments

Answer: A, D

Explanation:

Question: 218

A Household Account has Contacts with Affiliations, Relationships, and Closed/Won donations associated with it.
What is the outcome when a system admin attempts to delete this Household Account record?

A. Since Closed/Won donations are associated with the Account record, an error message displays.
B. The Household Account record and its standard related records are deleted.
C. Since Affiliations and Relationships are associated with the Contacts in this Account, an error message displays.
D. The Household Account record and its standard related records remain.

Answer: A

Explanation:

Question: 219

A Salesforce admin would like to report on data from Marketing Cloud using Salesforce reports. The organization's Marketing Cloud instance is using Marketing Cloud Connect. Tracking is enabled.
Which type of data is available for reporting using Salesforce reports?

A. MobileConnect Message details
B. Journey Builder Activity details
C. Interaction Studio Impression details
D. Email Studio Send details

Answer: D

Explanation:

Question: 220

The development director wants all users to only see Engagement Plans on Opportunity records for donations with an Amount greater than 10,000.
How should this be accomplished?

A. Add the Related List - Single Lightning component to the Opportunity Lightning page. Add a component visibility filter to display the Engagement Wan when the Opportunity Amount field is greater than 10,000.
B. Create a tab and associate the Engagement Plan object to the tab. Add the Related List - Single Lightning component and set it to Engagement Plans. Give read access for the Engagement Plan object to all profiles.
C. Create a custom Lightning component that displays all Engagement Plans. Add the component to the Opportunity Lightning Page. Assign the Lightning Page as the Org Default and Activate it.

D. Add the Related Lists component to the Opportunity Lightning page. Set the component visibility filter to ensure the Opportunity Amount field is greater than 10,000. Assign the page to the development director's profile.

Answer: D

Explanation:

Question: 221

A consultant needs to load a large volume of data for a nonprofit.
Which two steps should the consultant take before the data loads to speed up the process? Choose 2 answers

A. Add record owners to Role Hierarchy.
B. Defer Sharing Rule Calculation.
C. Disable related Apex classes in TDTM.
D. Recalculate Sharing Rules.

Answer: B, C

Explanation:

Question: 222

A nonprofit needs to send automated renewal emails on a 30/60/90/180-day cadence. Each email template needs to be different based on the members' website visits.
Which solution should a consultant recommend?

A. Pardot
B. Apex
C. Workflow
D. Flow

Answer: A

Explanation:

Question: 223

A nonprofit is using Nonprofit Cloud Case Management. Case managers need to share the initial, midterm, and final client assessments; updates or notes on the client; and pertinent alerts about the client with other staff within the nonprofit who also provide services to the client.
Which two approaches should a consultant recommend to meet the requirement?
Choose 2 answers

A. Create Sharing Rules for Assessments, Client Notes, and Client Alerts that share these with the public group.
B. Create a Public Group of staff that need access to this information.
C. Create a permission set that grants Read/Write access to Assessments, Client Notes, and Client Alerts objects.
D. Create a Private Group of staff that need access to this information.

Answer: A, C

Explanation:

Question: 224

A nonprofit wants to collect information online about volunteers who are new to the nonprofit, including names and contact details, skill sets, and availability. The nonprofit already uses NPSP and Volunteers for Salesforce and wants to create a report with this information.
What are two ways the consultant can meet the requirement?
Choose 2 answers

A. Collect contact information during job sign up via Job Listings.
B. Attach emails from volunteers with their information to Contact records.
C. Set up a Personalized Volunteer Page on the nonprofit's website.
D. Add the Volunteer Sign Up form to the nonprofit's website.

Answer: C, D

Explanation:

Question: 225

A nonprofit wants to deploy Nonprofit Cloud Case Management into its production org. Which two prerequisites should be considered prior to installing Case Management?
Choose 2 answers

A. Install NPSP
B. Enable My Domain
C. Ensure appropriate licenses are provisioned
D. Ensure Volunteers for Salesforce is properly configured

Answer: A, B

Explanation:

Question: 226

A consultant is assisting a nonprofit in its data integration and mapping between two systems. The consultant is unsure when a particular field was added to NPSP.
Where can the consultant find the NPSP version number for the field in question?

A. Schema Builder
B. NPSP package details
C. Custom field definition detail
D. NPSP Data Dictionary

Answer: D

Explanation:

https://powerofus.force.com/s/article/NPSP-Which-Version-Am-I-Using

Question: 227

A nonprofit using NPSP wants to track all donations that go to a designated fund. How should a consultant meet this requirement?

A. Create an Opportunity record type called "Funds".
B. Create a General Accounting Unit record for the designated fund.
C. Create a custom object to track fund accounts.
D. Create a GAU Allocation record for the designated fund.

Answer: D

Explanation:

Question: 228

A nonprofit wants to present active volunteer sites on a map which should be visible without logging in.
Which tool would support this requirement?

A. Tableau CRM
B. Tableau Public
C. Custom Report
D. Custom Dashboard

Answer: B

Explanation:

Question: 229

Which two objects in the Program Management Module are directly connected to objects in Nonprofit Cloud Case Management?
Choose 2 answers

A. Client Alert
B. Case
C. Service Delivery
D. Program

Answer: B, C

Explanation:

The PMM has two main objects — Programs and Services — and several objects that connect those objects together with contacts and household accounts

Question: 230

A nonprofit runs a large scholarship program for high-school graduates. It wants to use Salesforce to help with accepting external scholarship applications, reviewing processes, and tracking requirements.
Which two solutions should the consultant recommend to meet this requirement?
Choose 2 answers

A. NPSP Opportunities with GAU Allocation
B. Web-to-lead form
C. Experience Cloud
D. Outbound Funds Module

Answer: B, D

Explanation:

Question: 231

A nonprofit uses Salesforce for fundraising and managing its educational programs. Its membership data is stored in a proprietary membership management system. The nonprofit wants real-time insights into whether its donors are members, their renewal dates, and other related data points. The membership data only needs to be viewed.
What should a consultant recommend to meet the requirement?

A. Utilize Salesforce Connect to store this information in External Objects.
B. Utilize Big Objects to store this information in Custom Objects.
C. Utilize Salesforce Connect to store this information in Custom Objects.
D. Utilize Big Objects to store this information in External Objects.

Answer: C

Explanation:

Question: 232

A nonprofit has a large volume of contacts, accounts, and address records and wants to migrate all of its data into NPSP.
What are two considerations?
Choose 2 answers

A. Managing multiple addresses introduces more complexity.
B. Three addresses per contact or organization can be migrated into NPSP.
C. The default address is updated on a nightly basis.
D. Address records consume additional data storage.

Answer: AD

Explanation:

Question: 233

A nonprofit's system admin has seen this error message multiple times:
Npsp,TDTMCContact:execution of AfterUpdate caused by : System,SObjectException:Invalid field gender_c Contect (npsp)
How should the admin troubleshoot this?

A. Check to make sure there are no invalid values in the gender field on Contact records.
B. Verify that all Reciprocal Relationships are mapped to gender field values.
C. Check that Salutations have been mapped to gender field values.
D. Verify the correct field for gender is specified in Relationship settings.

Answer: A

Explanation:

Question: 234

A nonprofit enters donation data both into Salesforce and an external accounting system to reconcile. This process is time-consuming.
What should the consultant recommend to reduce manual data entry and improve efficiency?

A. Accounting Subledger
B. NPSP Data Importer Templates
C. Data Import Wizard
D. Advanced Mapping

Answer: B

Explanation:

Question: 235

A nonprofit wants to be in full compliance with Salesforce best practices for data security and has asked its consultant an evaluation.
Which tool should the consultant use to provide this assessment?

A. NPSP Health Check
B. Salesforce Health Check
C. Salesforce Optimizer
D. Shield Platform Encryption

Answer: A

Explanation:

Question: 236

A nonprofit needs more insight into why some corporate sponsorships are closing and why others are lost. They want to evaluate information including pipeline value, number of opportunities. Pardot score, win/lost percentage, stage value, and a table of opportunities. The system admin wants to deploy a solution quickly.
Which solution should a consultant recommend?

A. B28 Marketing Analytics
B. NPSP Advanced Mapping
C. Salesforce Reports
D. Insights Platform Data Integrity

Answer: C

Explanation:

Question: 237

A nonprofit on Unlimited Edition uses direct mail extensively as a fundraising channel. The nonprofit wants to automate the search for duplicate contact records.
What should the consultant recommend implementing?

A. Matching Rules
B. Duplicate Rules
C. Scheduled Apex Jobs
D. Duplicate Jobs

Answer: A

Explanation:

Question: 238

A consultant is tasked with implementing NPSP for a UK-based nonprofit. One of their requirements is to localize the US-focused labels of some NPSP fields, such as replacing all references to Organization with Organisation.
What should the consultant do to meet the requirement?

A. Create a support case to change the label.
B. Activate English (UK) In Language Settings.
C. Override the default English labels in Translation Workbench.
D. Reword the field label in Setup.

Answer: B

Explanation:

Question: 239

A volunteer with a nonprofit works at Universal Containers. The volunteer is recorded in Salesforce as part of the Household's account record, but Universal Containers needs to be entered into the Salesforce system.
How should a consultant track the volunteer's relationship with Universal Containers?

A. Create a Universal Containers Organization Account and create a Relationship record between the volunteer and Universal Containers.
B. Create a Universal Containers Organization Account and create an Affiliation record between the volunteer and Universal Containers.
C. Create a Lead for the volunteer at Universal Containers and create a Relationship record between the volunteer Lead and the volunteer Contact.
D. Create a Lead for the volunteer at Universal Containers and create an Affiliation record between the volunteer Lead and Universal Containers.

Answer: B

Explanation:

Question: 240

Donations made by nonprofit volunteers are captured on a spreadsheet monthly. The nonprofit utilizes NPSP and Volunteers for Salesforce.
Which two NPSP Data Import features will streamline the import of these donations?
Choose 2 answers

A. Create a Batch and map Opportunity Primary Contact on First and Last Name.
B. Schedule a Batch by updating the NPSP Scheduled Batches.
C. Create a Batch and match Contact on First and Last Name.
D. Schedule a Batch by checking the Process Using Scheduled Job checkbox.

Answer: C, D

Explanation:

Question: 241

A consultant began an implementation project with a nonprofit that is new to Salesforce. The nonprofit's leadership is hesitant to spend time at the beginning of the project on change management.
What are three reasons the consultant can share to emphasize the value and importance of governance?
Choose 3 answers

A. Cost savings
B. Compliance
C. Security
D. Technical Interoperability
E. Delivery Speed

Answer: A, B, E

Explanation:

Question: 242

A nonprofit wants its staff to spend most of their time in Salesforce. but the staff needs access to several other applications as well. The nonprofit wants a solution that allows staff to use other applications without leaving Salesforce.
How should the consultant integrate these applications?

A. Implement Salesforce Canvas
B. Configure External Data Sources
C. Configure External Objects
D. Implement Distributed Marketing

Answer: A

Explanation:

Question: 243

A case manager wants to assign a group of services to a client.
What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

A. A Program with Goals
B. A Program with Goals and Action Item Templates
C. A new Case Plan
D. A Program with Action Item Templates

Answer: B

Explanation:

Question: 244

A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.
What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users?

A. View All Data system permission
B. View Encrypted Data system permission
C. Manage Encryption Keys system permission
D. View All Contact object permission

Answer: B

Explanation:

Question: 245

A nonprofit has a membership program it wants to manage in Salesforce.
What are two items the consultant needs to configure so the membership rollups in NPSP work properly?

A. Create a custom field for Membership Amount and select it for membership rollups.
B. Select the membership record type for membership rollups.
C. Create an Opportunity record type for memberships.
D. Set a grace period for memberships.

Answer: B, C

Explanation:

Question: 246

A nonprofit wants to use Volunteers for Salesforce for volunteer management. Which action should a consultant take before installing the package?

A. Apply for license donation for Volunteers for Salesforce.
B. Check that the nonprofit has the most recent NPSP release.
C. Ensure the Program Management Module Is already Installed.
D. Compare usage of roll-up summary fields to limits.

Answer: D

Explanation:

Question: 247

In the NPSP Data Import Template, the Account fields should contain which two types of information?
Choose 2 answers

A. Household-related data
B. Contact's employer-related data
C. Business-related data
D. Contact's address-related data

Answer: B, C

Explanation:

Question: 248

A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members. The nonprofit also wants to create a new web experience for constituents.
Which solution should a consultant recommend?

A. NPSP with Accounting Subledger
B. NPSP with Experience Cloud
C. NPSP with Account Engagement
D. NPSP with Program Management Module

Answer: B

Explanation:

Question: 249

A nonprofit, who does a lot of mail appeals to donors, asks their consultant for the best solution to keep their constituents' addresses formatted properly to ensure the mail reaches them.
What should the consultant recommend?

A. Insights Platform Data Integrity
B. Sender Authentication Package
C. Customer Data Platform
D. NPSP Address Management

Answer: D

Explanation:

Question: 250

A nonprofit uses Volunteers for Salesforce. The nonprofit has volunteers who work the same

schedule every week. The volunteer manager wants to avoid asking these ongoing volunteers to sign up for the same shift every time.
How should the consultant configure Salesforce to meet the requirement?

A. Use the Volunteer Recurrence Schedules in Volunteers for Salesforce to create the volunteers' schedules.
B. Enter all volunteer IDs and schedules on a spreadsheet and use an ETL tool to create volunteer hours records In Volunteers for Salesforce.
C. Install a grid app from the AppExchange to mass enter volunteer hours based on each volunteer's schedule.
D. Use the Job Recurrence Schedule functionality In Volunteers for Salesforce to create the volunteers' schedules.

Answer: A

Explanation:

Question: 251

A nonprofit wants to implement an external email platform that integrates with Salesforce. The integration will record every email sent to a subscriber, as well as which recipients open the email, click a link, or unsubscribe.
Which two storage considerations should the consultant take into account before recommending an email platform?
Choose 2 answers

A. Campaign Member records use less storage space than custom object records.
B. Email subscribers' activities can be retained for a certain length of time.
C. Unsubscribed Leads should be deleted from Salesforce immediately.
D. Subscribers must be synced as Leads and Campaign Members In NPSP.

Answer: B, D

Explanation:

Question: 252

A nonprofit wants to run an enrollment report for its education classes.
Which Program Management Module object should the consultant use to build the report?

A. Service Delivery
B. Program Engagement
C. Program Cohort
D. Service

Answer: B

Explanation:

Question: 253

A nonprofit receives grants so it can offer scholarships to students who attend the nonprofit*s community training programs.

A. NPSP to track the grants the nonprofit receives; Gift Entry to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs.
B. Program Management Module to track the grants the nonprofit receives; Outbound Funds Module to track the scholarships

the nonprofit offers; Education Data Architecture to track the training programs.
C. Outbound Funds to track the grants the nonprofit receives; NPSP to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs
D. NPSP to track the grants the nonprofit receives; Outbound Funds Module to track scholarships the nonprofit offers; Program Management Module to track the training programs

Answer: D

Explanation:

Question: 254

A nonprofit wants to send messages to Contacts stored in NPSP based on their connections to the nonprofit's corporate funders. Which object should be connected with Contacts in a report type to meet this requirement?

A. Relationships
B. Opportunities
C. Accounts
D. Affiliations

Answer: D

Explanation:

Question: 255

An international nonprofit added a translated Relationship picklist value, but both Relationship records are displaying incorrectly. What is the cause of this issue?

A. The current user has an incorrect locale.
B. The reciprocal relationship value is missing in the NPSP Settings tab.
C. The Translation Workbench is disabled.
D. The language is unsupported in NPSP.

Answer: A

Explanation:

Question: 256

A nonprofit uses Salesforce for fundraising and now wants to provide support for clients through a real-time chat interface with a staff member.
What should the consultant recommended?

A. Digital Engagement
B. Web-to-Case
C. Experience Cloud
D. Einstein Bots

Answer: A

Explanation:

Question: 257

A nonprofit is embarking on an organization implementation to replace numerous outdated systems.
A consultant recommends establishing a Lean Governance Framework to ensure compliance, assess risk, and roll out a successful implementation for all users.
Which component is a key process of the Lean Governance Framework?

A. Executive buy-m
B. Software Development Lifecycle
C. End user management
D. Power user feedback

Answer: B

Explanation:

Question: 258

A nonprofit using Volunteers for Salesforce on their website wants their volunteers to be able to update their contact information.
What does the consultant need to configure to make this possible?

A. Change Organization-Wide Sharing setting for Contacts to Public
B. Create a criteria-based sharing rule
C. In Setup, check Grant Guest Users Update Access
D. Create and assign a new profile

Answer: C

Explanation:

Question: 259

A nonprofit has purchased Accounting Subledger. Donations are imported from many sources and

updated by staff frequently. The nonprofit wants to configure Accounting Subledger so only the appropriate records are created and available to be exported to finance.
How should the consultant configure Ledger Entries to limit the records exported to finance?

A. Configure report to filter by stage.
B. Configure a Sales Process.
C. Configure Path on Opportune
D. Configure Stage to State Mapping.

Answer: D

Explanation:

Question: 260

A consultant wants to test out new Nonprofit Cloud features coming out in the upcoming Salesforce release in their customs..
Which action must the consultant take to do this?

A. Refresh a preview Instance sandbox just prior to sandbox preview period.
B. Refresh a preview instance sandbox during the sandbox preview period.
C. Create a new sandbox during the sandbox preview period.
D. Create a preview instance sandbox during the sandbox preview period.

Answer: A

Explanation:

Question: 261

A system admin uploaded a .CSV file using the Data Import Wizard with the NPSP Data Importer. The Mailing Street address field was mapped, but the admin noticed the field was Wizard on all of the records after the import completed.
What is a likely cause?

A. The column contained incomplete data.
B. There were more than 65 columns in the CSV file.
C. The mapped Salesforce ID was inappropriate for the record type.
D. There were validation rules for the missing field.

Answer: D

Explanation:

Question: 262

A fundraiser at a nonprofit wants to be donation solicitations on which she is easily track and update her gift asks.
What should requirement

A. Kanban View
B. Einstein for Nonprofits
C. Manage Campaign Members
D. Path

Answer: A

Explanation:

Question: 263

A nonprofit is getting ready to go live with its Nonprofit Cloud implementation.
Which two sandbox configuration options can the consultant create to ensure effective user acceptance testing and training?
Choose 2 answers

A. Partial Data Sandbox
B. Developer Sandbox
C. Developer Pro Sandbox
D. Full Data Sandbox

Answer: A, D

Explanation:

Question: 264

A nonprofit using NPSP manages scholarship funds for students. A donor indicates they want to split their gift between two scholarship funds.
Which solution should the consultant recommend to meet the requirement?

A. GAU Allocations
B. Automated Soft Credits
C. Partial Soft Credit
D. Campaign Hierarchy

Answer: A

Explanation:

Question: 265

A nonprofit has a large volume of data across multiple objects in Salesforce and external databases. The nonprofit needs to quickly query data across its systems to get insights on any device about the impact it is having.
Which solution should the consultant recommend?

A. Salesforce Connect

B. Salesforce Reports & Dashboards
C. External Objects
D. CRM Analytics

Answer: D

Explanation:

Question: 266

A consultant sot up and successfully tested an integration between the source system and a sandbox environment of Salesforce When the integration was switched to the production environment of Salesforce, the consultant encountered API call limit errors.
What is the likely explanation for this?

A. Testing of the integration in the sandbox environment was insufficient.
B. The incorrect sandbox environment was used for testing.
C. The triggers associated with NPSP were disabled in the sandbox environment.
D. The API call limits were different for sandbox and production environments.

Answer: C

Explanation:

Question: 267

A nonprofit is implementing Accounting Subledger and wants to know how the data from Salesforce would be transferred to its accounting system.
Which three methods are possible?

Choose 3 answers

A. Integrate Salesforce with the accounting system using middleware.
B. Export data via Salesforce reports to upload to the accounting system.
C. Develop a custom integration solution.
D. Schedule a Data Export from Salesforce.
E. Configure Salesforce Connect to integrate with the accounting system.

Answer: A, B, C

Explanation:

Question: 268

A nonprofit using Salesforce configured with Person Accounts has recently installed NPSP into its org. Which two configurations should a consultant set to ensure that Person Accounts and NPSP can coexist?
Choose 2 answers

A. The Household record type in NPSP Settings is different than the Person Accounts record type.

B. Create a validation rule to prevent the creation of Person Accounts.
C. The default record type for profiles of any user who converts leads is different than the Person Account record type.
D. Remove permissions to Person Accounts for all profiles except System Admin.

Answer: A, C

Explanation:

Question: 269

A nonprofit wants to predict the likelihood of a contact recurring donor.
What should the consultant recommend to meet

A. Create NPSP Levels for number of donations
B. Implement NPSP Enhanced Recurring Donations
C. Create a Customizable Rollup Field for number
D. Implement Einstein for Nonprofits

Answer: D

Explanation:

Question: 270

A consultant is setting up several integrations for a nonprofit.
What strategy could the consultant implement to help prevent interruptions between the integration and Salesforce?

A. Create a user account solely for integrations.
B. Create the integration using the SOAP API with My Domain enabled.
C. Use the System Admin's user account for integrations.
D. Use the REST API with the REST Explorer to set up the integration.

Answer: A

Explanation: